



Getting Started with Timbuktu Pro 2000

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Introducing Timbuktu Pro 2000

Timbuktu Pro 2000 offers total access to your network. You can use Timbuktu Pro to control and observe other computers, send messages and files, and chat or speak with remote users in real time. And now, Timbuktu Pro 2000 offers direct modem-to-modem connections between computers—no network required.

Timbuktu Pro 2000 Services

The simple but powerful Timbuktu Pro 2000 interface provides you with the following services:

- **Send** lets you send messages with attached files and folders to a remote computer.
- **Exchange** lets you access the hard drive of a remote Timbuktu Pro computer—even a Macintosh. You can copy and move files and folders between computers and delete files from either computer.
- **Control** lets you control a remote computer from your own desktop.
- **Observe** lets you observe a remote computer without controlling it.
- **Notify** alerts you when a remote Timbuktu Pro computer becomes active.
- **Chat** lets you carry on a keyboard conversation with a remote user.
- **Intercom** lets you speak directly to a remote user through your computer's audio hardware.

Connecting with Timbuktu Pro

When you're at the office, Timbuktu Pro 2000 runs over your company's local area network (LAN) for easy conferencing and information sharing. When you're home or traveling, you can log on to a remote access server and use Timbuktu Pro to take direct control of your office computer. You can even use your modem to dial directly into the modem of another computer, with no network connection required.

Once you connect to a remote computer with Timbuktu Pro, you can run "LAN-locked" software at its normal speed, dramatically decreasing over-the-phone delays of applications such as relational databases and electronic mail. Timbuktu Pro gives you full access to remote resources, but transfers only screen, keyboard, and mouse information—you don't have to move large amounts of data over slow telephone links.

Timbuktu Pro uses a flexible and comprehensive security scheme. You can specify many different levels of access for remote connections to your computer: you may allow all guests access to some services, while limiting other services to specific users that you define, and admitting other users on a case-by-case basis. You can even prevent remote users from connecting to your computer entirely.

How Does It Work?

Timbuktu Pro 2000 communicates with other Timbuktu Pro computers over TCP/IP (Transmission Control Protocol/Internet Protocol) networks or through direct modem-to-modem connections.

You can use Timbuktu Pro to access other computers or to provide remote access to your own PC. Timbuktu Pro can work in both directions at once: another user can send files to you while you are controlling or observing a third computer.

Timbuktu Pro runs in the background of your Windows computer. Installation takes only minutes. Timbuktu Pro is non-intrusive; it doesn't replace your video, mouse, or other keyboard drivers.

Timbuktu Pro works over your LAN, WAN (Wide Area Network), DSL, cable, dial-up, or ISDN (Integrated Services Digital Network) lines. You can use Timbuktu Pro for file transfer, remote control, and message exchange with other Timbuktu Pro computers anywhere in the world.

What Timbuktu Pro Can Do for You

With Timbuktu Pro, you can

- Support end users from your desk. Save time and money in technical support when you use remote control to solve user problems. Take control of the user's computer and solve the problem without leaving your chair.
- Train users for a fraction of the usual time and cost. Demonstrate the latest applications, databases, and specialized products while a remote user watches. Then observe and help as the user practices. Provide individual attention for all remote trainees, and save the expense of travel time and air fare.
- Work remotely from wherever you are. Harness the power of remote control to share information, transfer files, read electronic mail, access databases, and send quick messages across your network. You'll discover many ways to work easier and smarter.
- Run "LAN-locked" applications easily. End the frustration of slow run time over remote links for network applications such as databases. Because the applications run only on the remote computer and not across telephone lines, you'll speed up processing time dramatically.
- Collaborate with remote colleagues in real time. Share screens, documents, and information. Work with others anywhere, and confer with your colleagues using audio- or text-based conferencing.
- Protect your network resources. You can grant varying levels of Timbuktu Pro access to different users. Registered User accounts and passwords can protect any combination of Control, Observe, Send, Exchange, Chat, Notify, and Intercom services.

Who Can Connect to Your Timbuktu Pro Computer?

The first and most important answer is “No one—without your permission!” But once you have set up your security options, anyone who meets your connection criteria may connect, if they meet the following compatibility requirements:

- For TCP/IP connections, the remote computer must be on a TCP/IP network and be running Timbuktu Pro for Windows version 2.0 or higher or Timbuktu Pro for Macintosh 5.0 or higher.
- For Dial Direct connections, the remote computer must have a modem and be running Timbuktu Pro 2000 or Timbuktu Pro for Macintosh 5.0 or higher.

Note: If your computer is connected to a company network that is protected by a firewall, your Timbuktu Pro computer may only be accessible to users from your local network. However, firewalls can be configured to admit Timbuktu Pro traffic.

Timbuktu Pro 2000 Features

Timbuktu Pro 2000 includes a rich feature set that will enable you to use it more efficiently and securely than ever before. From its improved remote control capability, to its new Dial Direct, LDAP, and Internet Locator features, to its enhanced security, Timbuktu Pro 2000 is packed with features to make your network work for you.

Remote Control

Control a remote computer anywhere on your network using Timbuktu Pro's IntelliScreen™ technology. Timbuktu Pro's Control and Observe services provide a powerful tool for user support, training, and collaboration. Timbuktu Pro automatically adapts to any video mode. The AutoScroll™ feature offers automatic panning as you move your pointer on the remote desktop. Thus, you can always view the entire screen of the remote computer, even when monitor resolutions are different.

Netopia's Internet Locator Server

The Internet Locator Server feature allows you to connect to other Timbuktu Pro users by specifying their email addresses instead of their IP addresses. When you enter an email address on the *TCP/IP* tab in the main Timbuktu Pro window, Timbuktu automatically queries Netopia's Internet Locator server, resolves the correct IP address, and connects to the remote computer.

LDAP Searches

LDAP (Lightweight Directory Access Protocol) support is a new feature in Timbuktu Pro 2000 that allows you to easily find and connect to other computers running Timbuktu Pro, without knowing their IP addresses. Instead of entering a remote user's IP address, you can use the *LDAP* tab to search for other LDAP-enabled Timbuktu Pro users by their user information. Search strings include computer name, IP address, user name, email address, location, and comment. You can also store your own information to enable other users to find you. User information is stored on Netopia's public LDAP server.

Dial Direct Connections

Dial Direct is a new feature in Timbuktu Pro 2000 that allows you to use your modem to connect directly to the modem of any other computer running Timbuktu Pro 2000 or Timbuktu Pro 5.0 or greater for Macintosh. No Internet connection is required. You can use any of the Timbuktu Pro services, except Intercom.

Comprehensive Multi-Level Security

You can restrict remote access to your computer to as few or as many remote users as you wish. Anyone can access the services you provide to Guest Users. You can define any number of Registered Users, and they'll have password-protected access to the specific combination of user access privileges you specify. And if you wish to grant one-time-only access to other Timbuktu Pro services, remote users can ask for permission to use services you have not assigned. If you choose *OK*, they're connected. If you don't, they aren't.

Cross-Platform Connections

Timbuktu Pro offers remote control and file transfer between Windows and Macintosh computers. From a PC or a Macintosh, you can remotely control a computer of either type as if you were seated in front of it. Timbuktu Pro also provides cross-platform file transfer with a convenient, one-step procedure.

Sending Messages

You can send FlashNotes™—messages that pop up on the recipient's desktop—and attach files and folders to your FlashNotes.

File Transfer

Timbuktu Pro makes transferring files between computers easy. With the Exchange service, you can copy, move, and delete files across the network—even on Macintosh computers!

Notify, Chat, and Intercom

Communicating with other Timbuktu Pro users is more convenient than ever with Timbuktu Pro's Notify, Chat, and Intercom services. Notify alerts you when a remote computer becomes active. Chat allows you to have a keyboard "conversation" with another user. Intercom lets you have a voice conversation using your microphone and speakers—no telephone required.

Address Books

You can use Timbuktu Pro's address books to help you organize the IP addresses of the remote computers you connect to frequently. An address book is a collection of Timbuktu Pro addresses. They save you time because you don't have to enter an IP address every time you make a connection—simply select a computer from the list.

Recent Connections

The *Recent Connections* tab contains a list of computers to which you've recently established connections. The default service (the service that

was used during the previous remote connection) is also saved. Simply double-click an address to reconnect.

Network Neighborhood

Timbuktu's Network Neighborhood integration gives you immediate access to Timbuktu Pro on remote computers without opening the main Timbuktu Pro window. Right-click anywhere on a Network Neighborhood computer to invoke the Timbuktu Pro submenu. You can access any Timbuktu Pro service from this menu.

Note: Timbuktu Pro network connections are limited to the TCP/IP protocol. Because the Network Neighborhood gives you a protocol-independent view of the network, you may not be able to connect to a remote system if the client is set up with protocols other than TCP/IP.

Service Shortcuts (Timbuktu Pro Connection Documents)

Timbuktu Pro Connection Documents are desktop shortcuts allowing you to activate a Timbuktu Pro service to a remote computer from a desktop icon. You can create desktop shortcuts quickly by right-clicking over the desktop and choosing *New > Timbuktu Connection Document*.

Once you've created a Connection Document, you can rename it, change its properties, or delete it. Right-click the shortcut for a menu of options.

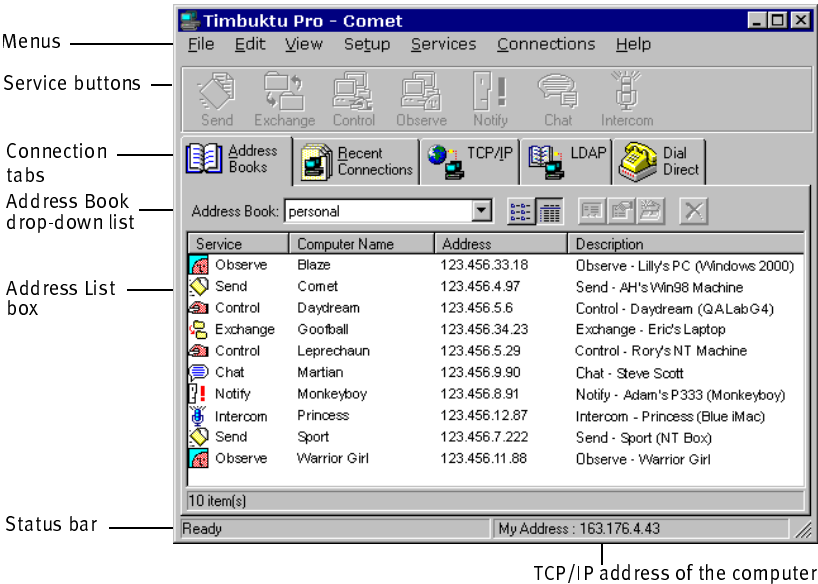
Activity Log

Timbuktu Pro keeps a list of all connections made to your computer. The activity log shows each user's Timbuktu Pro name and network address, records when the user connected or attempted to connect, and specifies which services the user accessed. You can display the activity log or save it to a text file for printing. For more information on the Timbuktu Pro activity log, refer to the online Help.

On Windows NT and Windows 2000, Timbuktu Pro will also log guest and host service events to the Application Event Log. To see these events in the Application Log, use the Event Viewer (*Start > Programs > Administrative Tools > Event Viewer*) and choose *Application* under the *Log* menu. The standard activity log file is still created.

The Timbuktu Pro Window

When you open Timbuktu Pro, you will see the following window.



Menus

You can use Timbuktu Pro menus to carry out tasks like making connections, customizing your Timbuktu Pro, and defining users. The menu commands in the *Services* menu can be accessed by clicking a service button or using the keyboard shortcuts. For more information, see Appendix A, “Keyboard Shortcuts and Service Icons,” and see “Menus” in the Timbuktu Pro online Help.

Service Buttons

You can use service buttons as shortcuts for the Send, Exchange, Observe, Control, Notify, Chat, and Intercom options in the *Services* menu. All the service buttons remain dimmed until you have entered or selected an address in one of the connection tabs. For details, see “Timbuktu Pro Service Toolbar” in the online Help.

Connection Tabs

You can use the connection tabs to enter or select the addresses of other Timbuktu Pro computers you wish to connect to. To bring a tab to the front, click it. For information on using each tab, see Chapter 4, “Making a Timbuktu Pro Connection.”

The fact that a remote address is displayed in one of the connection tabs does not automatically enable you to connect to that computer. Addresses remain visible in the *Address Books* and *Recent Connections* tabs even when the computers at those addresses are not running Timbuktu Pro or are shut down.

In addition, the user of the remote computer may not grant you permission to connect using the service you have selected. To learn more about access restrictions, see Chapter 6, “Security.”

Status Bar

The status bar, at the bottom of the main Timbuktu Pro window, contains two information panels. The panel on the right displays the TCP/IP address of the computer. Other Timbuktu Pro users will use this address to connect to you.

System Requirements for Timbuktu Pro

To run Timbuktu Pro for Windows, your computer must meet the following hardware and software requirements.

Minimum Hardware Requirements

Timbuktu Pro requires 20MB of free disk space for installation (50MB are required for the network installation process).

If you wish to make a Dial Direct connection using Timbuktu Pro, you will need at least a 28.8 Kbps modem.

Minimum Software Requirements

- Microsoft Windows 95, Windows 98, Windows NT 4.0 (Service Pack 3 or greater), or Windows 2000.
Timbuktu Pro 2000 is not supported on Windows 3.11, Windows for Workgroups, or Windows NT 3.51. For information on products that support these platforms, see the Timbuktu Pro Web site at <http://www.timbuktopro.com>.
- TCP/IP networking software that is installed and properly configured.
- For Dial Direct connections, modem software that is installed and properly configured.

Compatibility

- Timbuktu Pro 2.0 or higher for Windows
- Timbuktu Pro for Macintosh Version 5.0 or higher
- For Dial Direct connections, Timbuktu Pro 2000 for Windows or Timbuktu Pro for Macintosh Version 5.0 or higher

Installing Timbuktu Pro 2000

This chapter will guide you as you install or un-install Timbuktu Pro 2000.

Before Installing Timbuktu Pro 2000

Before you install Timbuktu Pro 2000, you must prepare your computer for the installation.

To prepare your computer for Timbuktu Pro installation

1. Make sure that TCP/IP software is installed and running on your computer, or that you have a modem set up and functioning correctly.
2. Uninstall any other remote control software and restart your computer.
3. Install Timbuktu Pro.

Note: Windows NT 4.0 and Windows 2000 users must be logged on with Administrator or Domain Administrator privileges to install Timbuktu Pro 2000.

It is extremely important to uninstall any other remote control software and restart your computer before you install Timbuktu Pro 2000. If you install Timbuktu Pro over other remote control software, or if you do not reboot after uninstalling other software, Timbuktu Pro 2000 may not be completely installed.

Installing Timbuktu Pro 2000

You will install Timbuktu Pro from the CD-ROM supplied in your Timbuktu Pro 2000 package.

To install Timbuktu Pro 2000 from a CD

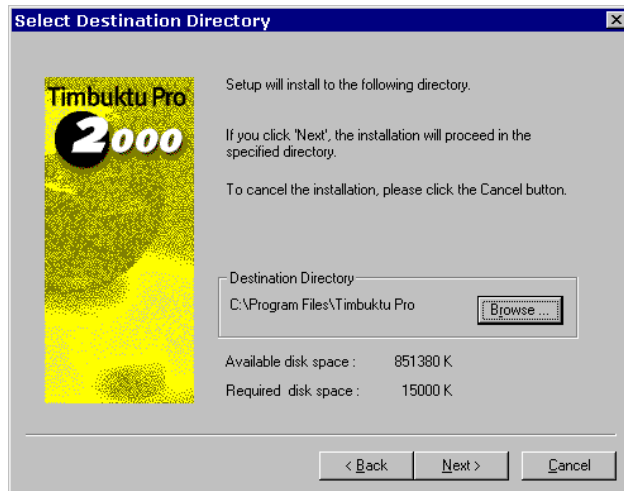
1. Uninstall any other remote control software, restart your computer, and close all open applications.
2. Insert the Timbuktu Pro CD into your CD-ROM drive.
3. The Windows autostart feature should automatically launch the Timbuktu Pro installer. If the Timbuktu Pro installation is auto-started, skip to step 6.
4. If the Timbuktu Pro installer does not automatically run, double-click the *My Computer* icon on your Windows desktop. Double-click the *CD* icon to view the contents of the CD.
5. Double click the *Setup* icon to launch the Timbuktu Pro Installer.
6. The Welcome dialog box appears.



If you wish to view the Release Notes before you install Timbuktu Pro, click the *Release Notes* button. The Release Notes may contain important installation information that was not available at the time

this document was printed, and it may inform you of new or modified features in the latest version of Timbuktu.

7. After you view the Release Notes, choose *Next*. The Software License Agreement dialog box appears. This displays the license agreement. After you have read the license agreement, click *Yes* to accept it.
8. The Checking for Installed Components dialog box appears. When you click *Next*, the installer will ensure that no potential hardware or software conflicts exist.
9. When the check is complete, the Select Destination Directory dialog box appears.



By default, Timbuktu Pro is installed in the *Program Files > Timbuktu Pro* directory on your root drive. If you wish to install it elsewhere, click the *Browse* button and navigate to the desired location.

10. Choose *Next* to proceed to the Ready to Install dialog box, and click *Next* again to begin installation. When installation is complete, you will receive a message indicating that installation was successful.
11. Restart your computer.

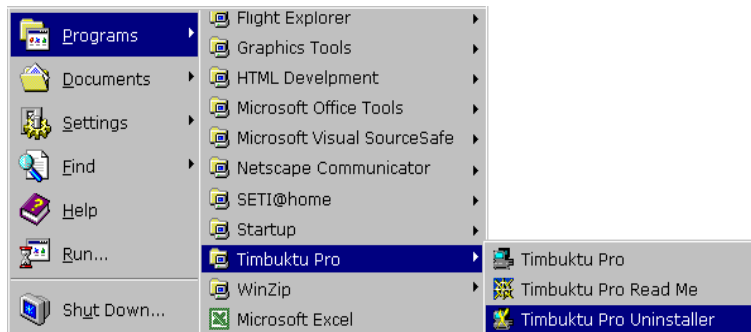
Note: When installation is complete, a dialog box allows you to choose to restart your computer immediately or later. You *must* restart your computer to complete installation.

Removing Timbuktu Pro from Your Computer

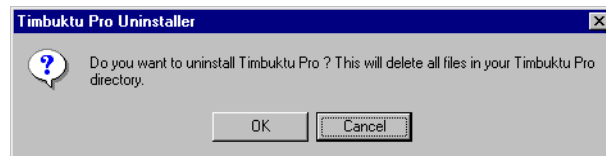
Should you wish to remove Timbuktu Pro from your computer, it is important to follow the correct uninstallation procedure.

To remove Timbuktu Pro from your computer

1. Shut down Timbuktu Pro.
2. From the Windows *Start* menu, choose *Programs > Timbuktu Pro > Timbuktu Pro Uninstaller*.



3. The Timbuktu Pro Uninstaller dialog box appears. You're asked to confirm your intention to remove Timbuktu Pro.



4. Click *OK* to uninstall Timbuktu Pro. All the contents of the Timbuktu Pro installation folder and its subdirectories are deleted.

Note: All files and folders in the Timbuktu Pro installation folder will be deleted *even if they are not part of Timbuktu Pro*.

5. Restart your computer.

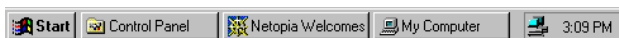
Note: When uninstallation is complete, a dialog box allows you to choose to restart your computer immediately or later. You *must* restart your computer to complete uninstallation.

Setting Up Timbuktu Pro 2000

Once you have installed Timbuktu Pro 2000, you can review and change your configuration settings. This chapter describes how to start and exit Timbuktu Pro and how to set Timbuktu Pro configuration preferences.

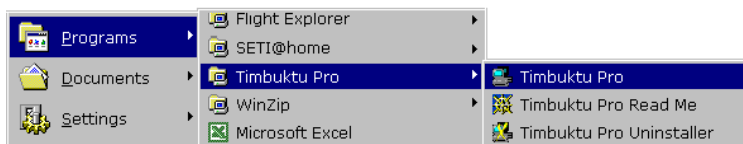
Timbuktu Pro Startup Options

By default, Timbuktu Pro will start automatically when you start Windows. Its icon is placed in the system tray on the taskbar. To open the main Timbuktu Pro window, double-click its icon, or right-click it and choose *Open* from the shortcut menu.



Starting Timbuktu Pro Manually

If you decide not to launch Timbuktu Pro at startup, you can manually start Timbuktu Pro. From the Windows *Start* menu, choose *Programs>Timbuktu Pro>Timbuktu Pro*.



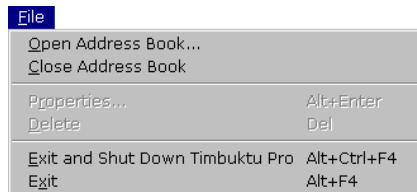
You can configure Timbuktu Pro startup preferences using the *General* tab in the Preferences dialog box (see page 18).

Exiting and Shutting Down Timbuktu Pro

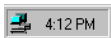
When you close Timbuktu Pro, you may simply exit the program, or exit and shut it down. When you exit Timbuktu Pro without shutting it down, Timbuktu Pro continues to run in the background. The Timbuktu Pro icon appears on the taskbar in the system tray to remind you that Timbuktu Pro is running. Exiting without shutting down gives remote users the ability to connect to your computer even though you aren't making any outgoing connections.

If you want to prevent Timbuktu Pro from running in the background, you must exit and shut down. When you exit and shut down Timbuktu Pro, users can no longer connect to your Timbuktu Pro computer.

The Timbuktu Pro *File* menu thus has two exit options: *Exit* and *Exit and Shut Down Timbuktu Pro*. These are explained below.



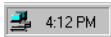
Exit Timbuktu Pro Option



To exit without shutting down Timbuktu Pro, choose *Exit* from the *File* menu, or click the Close box in the upper-right corner of the window. Exiting Timbuktu Pro removes the main Timbuktu Pro window from your screen and minimizes it to an icon in the system tray on the taskbar. Double-click the taskbar icon to reopen the main Timbuktu Pro window.

Exit and Shut Down Timbuktu Pro Option

Choose *Exit and Shut Down Timbuktu Pro* from the *File* menu to shut it down completely. If any connections are active, they will be shut down. Remote users will not be able to initiate new connections with your computer.



You can also shut down Timbuktu Pro by right-clicking the Timbuktu Pro icon in the system tray on the taskbar and choosing *Exit and Shut Down Timbuktu Pro* from the shortcut menu.

Customizing Your Timbuktu Pro Preferences

The Preferences dialog box lets you specify certain configuration options for Timbuktu Pro. Choose *Preferences* from the *Setup* menu to open the dialog box. The six tabs in the Preferences dialog box are as follows:

- **General**—Timbuktu Pro general and startup preferences. See page 18.
- **Observe/Control**—Screen-sharing window preferences. See page 19.
- **Send**—Send service preferences. See page 23.
- **Notify**—Notify service preferences. See page 25.
- **Master Password**—An optional password restricting access to Timbuktu Pro's Preferences, Security, and LDAP Options dialog boxes. See page 26.
- **Dial Direct**—Dial Direct preferences. See page 28.

Note: LDAP preferences are set in the LDAP Options dialog box. See “Setting LDAP Options” on page 29.

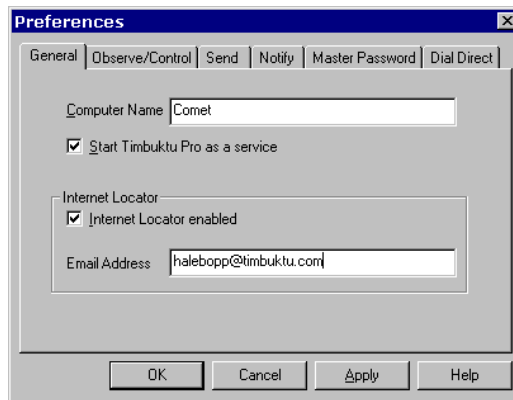
The following sections describe each of these tabs.

General Preferences

The *General* tab lets you specify whether Timbuktu Pro will start when you start Windows and enter information for use by the Internet Locator Server.

To change your General preferences

1. From the *Setup* menu, choose *Preferences*.
2. Click the *General* tab.



3. Specify the Timbuktu Pro *Computer Name*. The name of your computer identifies your computer to other Timbuktu Pro computers. It does not need to be the same as your Windows networking computer name.
4. Select *Start Timbuktu Pro as a Service* if you want the Timbuktu Pro application to be started as a service. For more information, see the following section, "Launching Timbuktu Pro as a Service."

By default, Timbuktu Pro is started as a service, which makes it available at the network logon prompt.

5. Select *Internet Locator Enabled* and enter your email address if you want to use the Internet Locator service on your computer. For information about the Internet Locator server, see "The Internet Locator Server" on page 19.
6. Click *OK* to save your changes and close the Preferences dialog box.

Launching Timbuktu Pro as a Service

By default, the Timbuktu Pro application is launched as a service. It is started automatically as soon as Windows has loaded on your computer, before Windows requires you to log in. This lets you control your computer remotely and type in your Windows log on information, just as if you were sitting at the computer, or use services such as Exchange without logging in to Windows at all. If you prevent Timbuktu Pro from starting automatically, you must start it manually. See “Starting Timbuktu Pro Manually” on page 15.

The Internet Locator Server

Netopia’s Internet Locator server allows you to connect to other Timbuktu Pro computers using an email address instead of an IP address. This is particularly helpful when a remote computer is connected to an Internet Service Provider (ISP) that assigns dynamic IP addresses. You can enter the remote user’s email address in the *TCP/IP* tab of the main Timbuktu Pro window and then select a service. The Internet Locator server translates the email address to the correct IP address and makes the connection using the service you selected.

Netopia maintains an Internet Locator server for public use. (Its DNS name is *findme.netopia.com*.) When the Internet Locator service is enabled on your computer and you launch Timbuktu Pro while connected to the Internet, your email address and the associated IP address are automatically sent to the server. Other Timbuktu Pro users can then connect to you by entering your email address on the *TCP/IP* tab.

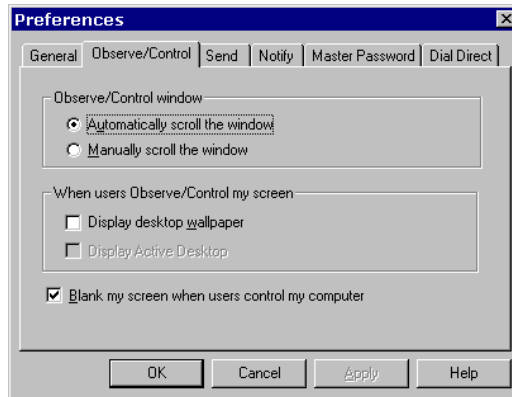
Observe/Control Preferences

Control and Observe sessions take place in a screen-sharing window. A screen-sharing window displays the contents of the remote computer’s desktop. The *Observe/Control* tab lets you specify whether the screen-sharing window will scroll manually or automatically. You can also specify whether or not your desktop will display its wallpaper when a remote user controls or observes your computer. Disabling wallpaper will improve screen-sharing performance.

Timbuktu Pro also supports secure screen blanking, which prevents anyone with access to a Timbuktu-controlled computer from observing the screen. For more information, see “Secure Screen Blanking” on page 21.

To change your Observe/
Control preferences

1. From the *Setup* menu, choose *Preferences*.
2. Click the *Observe/Control* tab.



3. In the *Observe/Control Window* area
 - Select *Automatically Scroll the Window* to scroll a screen-sharing window automatically when your mouse pointer approaches the edge of the window or when the pointer on the displayed desktop moves out of view.
 - Select *Manually Scroll the Window* to cancel the automatic scrolling described above.

Note: Since there are no scroll bars when a screen-sharing window is maximized, a maximized window always scrolls automatically.

4. In the *When Users Observe/Control My Screen* area, clear the *Display Desktop Wallpaper* option to remove the Windows wallpaper from the desktop of your computer whenever a remote user is controlling or observing your computer. This increases the speed of Timbuktu Pro. The wallpaper reappears when the remote control session ends.
5. Select *Blank My Screen when Users Control My Computer* to activate secure screen blanking. Secure screen blanking is a Timbuktu Pro security feature that prevents unauthorized viewing of a computer's screen while it is being controlled by a remote user. See the following section, "Secure Screen Blanking."
6. Click *OK* to save your changes and close the Preferences dialog box.

Secure Screen Blanking

Secure screen blanking is a Timbuktu Pro security feature that prevents unauthorized access to your computer while it is being controlled by a remote user. Help desks or off-site users often need to remotely control a computer without compromising its security. When secure screen blanking is active, no one will be able to see what is happening on the computer's desktop. (They may be able to see the cursor move and hear any audio the computer generates.)

When a Windows NT computer is blanked, updates to the desktop are not written to the screen. In other words, the screen will appear to freeze at the time control is taken (however, the mouse cursor may move).

When a Windows 95, Windows 98, or Windows 2000 computer is blanked, Timbuktu Pro uses the BIOS power-saver feature to power down the monitor. If this feature is not available, Timbuktu Pro will attempt to disable the monitor in another way, leading to the same effect: the monitor goes black. (If neither technique is successful, your system doesn't support blanking.)

Secure screen blanking works differently in different situations: whether or not you are logged in to your computer, and—if you're logged in—whether or not your computer is locked before the remote user takes control.

When you're working at your computer

Windows NT or Windows 2000—If you are working at your Windows NT or Windows 2000 computer and a remote user controls it (for example, the Help Desk takes control to troubleshoot a problem you're having), the screen will not blank. You will be able to watch the remote user's actions and, if necessary, disconnect the user from your computer.

When the remote user finishes controlling your computer and disconnects, your computer is locked automatically to ensure security (as if you had pressed CTRL+ALT+DEL and chosen *Lock Workstation*). For example, if the Help desk is installing new software or doing extensive configuration of your system, you may need to leave your computer before the installation is complete. After the remote user finishes with your computer, it will be secure until you return.

Windows 95 or Windows 98—If your Windows 95 or Windows 98 computer is controlled by a remote user, the screen will blank, even if you're actively using the computer. You will not be able to activate your monitor until the remote user disconnects. When the remote user ends the control session, the screen is restored.

Windows 95 and Windows 98 do not support secure logons. Therefore, while Timbuktu Pro will blank the screen of a Windows 95 or Windows 98 computer that is being controlled, it is unable to secure the computer when the Control session ends.

Note: If your Windows 95 or Windows 98 has a password-protected screen saver, the computer will be secured once the screen saver activates.

When your screen is locked

Windows NT—If your Windows NT computer is locked and a remote user controls your computer, the Workstation Locked dialog box will remain on your screen. It will not be apparent that your computer is being controlled, except the cursor may move. However, you will not be able to unlock your computer until the remote user disconnects. (If you press CTRL+ALT+DEL, the Windows NT Security dialog box will appear in the remote user's Control window, but your screen will remain unchanged.)

Windows 2000—If your Windows 2000 computer is locked and a remote user controls your computer, the screen will blank. You will not be able to activate your monitor until the remote user disconnects. When the remote user ends the control session, the Workstation Locked dialog box will reappear.

Windows 95 or Windows 98—If your Windows 95 or Windows 98 computer is locked using a password-protected screen saver and a remote user controls your computer, the screen will blank. You will not be able to activate your monitor until the remote user disconnects. When the remote user ends the control session, the screen will appear as the remote user left it—if the password-protected screen saver is not active, your computer will not be secure until the screen saver activates.

When you haven't logged in

Windows NT—If you have not logged in to your Windows NT computer and a remote user controls it, the Windows Logon Information dialog box will remain on your screen. It will not be apparent that your computer is being controlled, except the cursor may move. However, you will not be able to log in to your computer until the remote user logs out of Windows and disconnects. (If you press CTRL+ALT+DEL, the Windows NT Security dialog box will appear in the remote user's Control window, but your screen will remain unchanged.)

Windows 2000—If you have not logged in to your Windows 2000 computer and a remote user controls it, the screen will blank. You will not be able to activate your monitor until the remote user disconnects. When the remote user ends the control session, the Logon Information dialog box will reappear.

Windows 95 or Windows 98—If the Log On screen appears on your Windows 95 or Windows 98 computer and a remote user controls your computer, the screen will blank. (Because Windows 95 and Windows 98 do not support secure logons, the remote user may choose to log on or to bypass the Log On screen.) When the remote user ends the control session, the screen will appear as the remote user left it—if a password-protected screen saver is not active, your computer will not be secure until the screen saver activates.

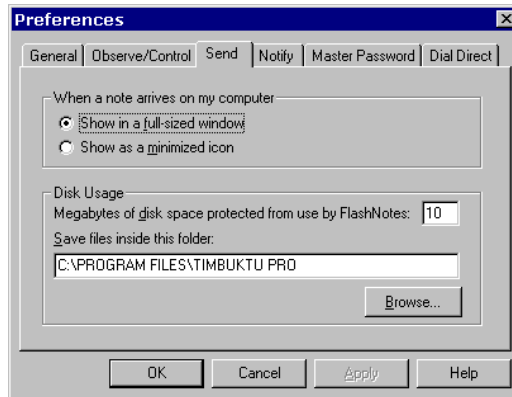
Because Windows 95 and Windows 98 do not support secure logons, you should always protect the security of your computer by using a password-protected screen saver. When you are away from your computer, the locking mechanism will help to ensure your security.

Send Preferences

The Send service lets you send messages called FlashNotes to other Timbuktu Pro computers. You can customize Timbuktu Pro to notify you of an incoming FlashNote by displaying the FlashNote in a full-sized window or by displaying the FlashNote as a minimized icon on the taskbar. In addition, you can designate how much of your disk space should be protected from temporary storage of FlashNotes and their enclosures.

To change your Send preferences

1. From the *Setup* menu, choose *Preferences*.
2. Click the *Send* tab.



3. In the *When a Note Arrives on My Computer* area, select *Show in a Full-Sized Window* to see newly received FlashNotes and attached enclosures immediately. Select *Show as a Minimized Icon* to display the FlashNote as an icon in the taskbar. The icon indicates that a message has arrived.
4. In the *Disk Usage* area
 - To limit the amount of disk space used by files sent by the Send service, enter the desired number of megabytes in the *Mega-bytes of Disk Space Protected from Use by FlashNotes* field. This prevents users from entirely filling up your disk with FlashNotes and enclosures.
 - Files transferred using the Send function are stored in a **files received folder**. Specify the location of the files received folder on your computer in the *Save Files Inside this Folder* field.

If someone attempts to send files or folders that would require more disk space on your computer than is available, Timbuktu Pro notifies them that there isn't enough disk space to carry out the file transfer.

This option does not restrict file transfer using the Exchange service.

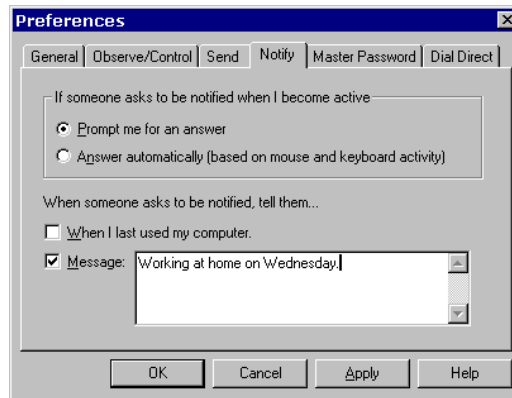
5. Click *OK* to save your changes and close the Preferences dialog box.

Notify Preferences

The Notify service lets remote users request notification when your computer becomes active. You can specify that Timbuktu Pro prompt you before responding to a notification request, or you can configure Timbuktu Pro to respond to notification requests automatically, based on your mouse and keyboard activity.

To change your Notify preferences

1. From the *Setup* menu, choose *Preferences*.
2. Click the *Notify* tab.



3. In the *If Someone Asks to be Notified when I Become Active* area
 - Select *Prompt Me for an Answer* if you do not want Timbuktu Pro to automatically notify users that you have become active. Timbuktu will indicate which user has requested notification, and you can then choose to notify or not to notify the user that you are available at your computer.
 - Select *Answer Automatically* if it is OK for all users to whom you've granted the Notify service to know when your computer has become active (based on keyboard and mouse activity). Whenever a remote user asks for notification, Timbuktu Pro will notify that user that you are active, based on your keyboard and mouse activity, without telling you who is asking for notification.

4. In the *When Someone Asks to be Notified, Tell Them* area
 - Select *When I Last Used my Computer* to display this information to the remote user. The user will be told the date and time when you last used your mouse or keyboard.

Note: If you selected *Prompt Me for an Answer* in step 3, and you choose not to notify a remote user that your computer has become active, the date and time of your last activity will *not* be updated on the remote computer when you become active.
 - Select *Message* and enter a message to be displayed when the remote user asks for notification.
5. Click *OK* to save your changes and close the Preferences dialog box.

Setting Up Your Master Password

By creating and using a master password, you can protect access to those parts of Timbuktu Pro that allow you to change Timbuktu Pro's configuration—the Security, Preferences, and LDAP Options dialog boxes. After you've created a master password, Timbuktu Pro will ask you to type it whenever you attempt to open these dialog boxes.

If you protect your Timbuktu Pro settings with a master password, be sure you choose a password you will remember. If you forget your master password, you will need to uninstall and reinstall Timbuktu Pro.

To set or change your master password

1. From the *Setup* menu, choose *Preferences*.
2. If you have an existing master password, enter it when prompted.
3. Click the *Master Password* tab.



4. Type the new password in the *Password* box. The characters of the master password are always displayed as asterisks. Passwords are case-sensitive.
5. Re-type the master password in the *Confirm* box.
6. Click *OK* to save your changes and close the Preferences dialog box. Timbuktu Pro will not let you close the Preferences dialog box unless the *Password* and *Confirm* fields match exactly.

Removing Your Master Password

If you wish to unprotect your Security, Preferences, and LDAP settings, you may remove your master password.

To remove your master password

1. From the *Setup* menu, choose *Preferences*.
2. When prompted, enter your existing master password.
3. Click the *Master Password* tab.
4. Delete the text from both the *Password* and *Confirm* boxes.
5. Click *OK* to save your changes and close the Preferences dialog box.

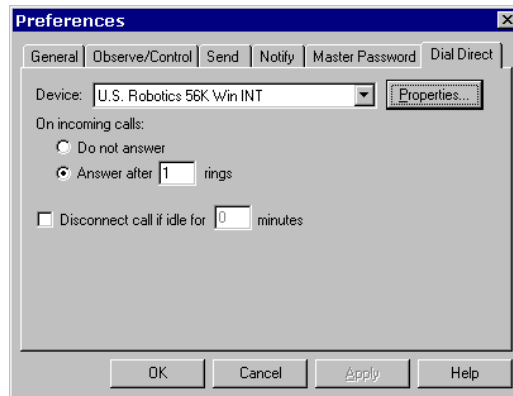
Dial Direct Preferences

The *Dial Direct* tab in the Preferences dialog box lets you determine how incoming calls will be answered by your system. It also allows you to specify the modem that will be used and how idle connections are handled.

By default, Timbuktu Pro *will not answer* Dial Direct calls into your computer. If you wish to accept Dial Direct connections, you must change your Dial Direct options on the *Dial Direct* tab in the Preferences dialog box.

To change your Dial Direct options

1. From the *Setup* menu, choose *Preferences*.
2. Click the *Dial Direct* tab.



3. Select the modem you wish to use from the *Device* drop-down list. Timbuktu Pro will list the available modems as determined by your operating system. If you need to set or change the properties of the selected modem, click the *Properties* button. (See your modem documentation for a discussion of the information required in the Modem Properties dialog box.)
4. Under *On Incoming Calls*, choose an option for answering calls to your computer.
 - Choose *Do Not Answer* to ignore all incoming calls. This is the default option.
 - Choose *Answer After n Rings* to answer calls automatically after the number of rings specified in the text box.

5. If you wish to automatically close an idle connection after a specific amount of time, select the *Disconnect Call* checkbox and specify the number of minutes of inactivity after which the connection will automatically be terminated.

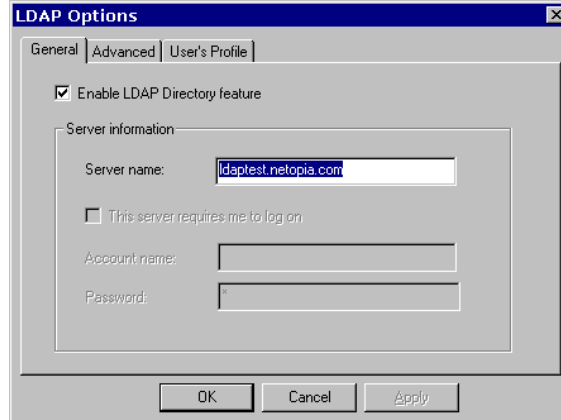
You may wish to automatically disconnect idle callers to allow another user access when the current user is idle for long periods or forgets to disconnect.

6. Click *OK* to save your changes and close the Preferences dialog box.

Setting LDAP Options

To make full use of the LDAP server's search functionality, you will need to set your preferences and user information in the LDAP Options dialog box.

To open the LDAP Options dialog box, choose *LDAP* from the *Setup* menu.



The three tabs in the dialog box—*General*, *Advanced*, and *User's Profile*—allow you to enable the LDAP functionality, determine port usage, and provide your own user information to the search tools on the server.

General Tab

Click the *General* tab to enable the LDAP Directory feature and specify a server. Netopia's public LDAP server is located at *ldaptest.netopia.com*.

Advanced Tab

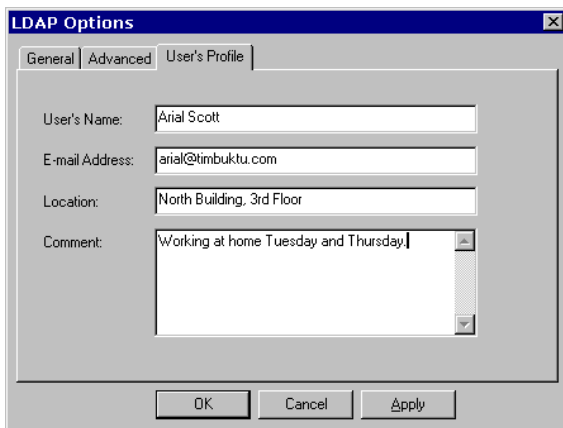
Click the *Advanced* tab to change the default LDAP contact port number and LDAP search base. You should not need to change the information on this tab unless you are a system administrator. The default port number is 389, and the default search base is o=timbuktu. This port and search information is required for successful access to Netopia's public LDAP server.

User's Profile Tab

Click the *User's Profile* tab to provide the user information that you want to register with the LDAP server. The information you provide will be saved to the server, and it will be queried when another user searches the server for a specific search string.

To create your LDAP user profile

1. From the *Setup* menu, choose *LDAP*.
2. In the LDAP Options dialog box, click the *User's Profile* tab.



The screenshot shows the 'LDAP Options' dialog box with the 'User's Profile' tab selected. The dialog has three tabs: 'General', 'Advanced', and 'User's Profile'. The 'User's Profile' tab contains the following fields:

- User's Name: Arial Scott
- E-mail Address: arial@timbuktu.com
- Location: North Building, 3rd Floor
- Comment: Working at home Tuesday and Thursday.

At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Apply'.

3. Enter the appropriate information in each field. All information is optional. However, complete and accurate information will make it easier for other users to find your computer quickly.
4. Choose *OK* to save your changes and close the LDAP Options dialog box.

Controlling Access to Your Computer

There are several ways of maintaining security and restricting access to your computer by other Timbuktu Pro computers. You may use a master password to prevent anyone with direct access to your computer from changing your Timbuktu Pro preferences. (See “Setting Up Your Master Password” on page 26.) In addition, no remote computer can connect to your computer without your prior authorization. There are several levels of remote access: you may assign privileges to all Guest Users, allow remote users to ask for permission to use unassigned services, and create Registered Users and Windows NT Users with specific privileges. The setup of various security measures is discussed in detail in Chapter 6, “Security.”

Making a Timbuktu Pro Connection

This chapter discusses how you can use the five connection tabs in the main Timbuktu Pro window to connect to remote computers.

The Timbuktu Pro Connection Process

Before you can use any Timbuktu Pro service with a remote computer, you must establish a connection with the computer.

As long as you have been granted access as a Guest User, Ask for Permission User, Registered User, or Windows NT User, you can connect to any computer that is running Timbuktu Pro over a TCP/IP network. If you have a modem, and the remote computer has a modem and is running Timbuktu Pro 2000 or Timbuktu Pro 5.0 (or greater) for Macintosh, you may also make a direct modem-to-modem connection, with no network required.

Selecting a Remote Computer

When selecting a remote computer, you may want to make the following type of connections:

- A new TCP/IP connection to a computer you have not connected to before. Use the *TCP/IP* tab (see page 35) or *LDAP* tab (see page 36).
- A TCP/IP connection to a remote computer that you have connected to before. Use the *Address Books* or *Recent Connections* tab (see page 38), or choose a previously-used connection from the drop-down list on the *TCP/IP* tab.
- A Dial Direct connection. Use the *Dial Direct* tab (see page 42.)

Choosing a Service

Once you have specified the remote computer you're connecting to, you must choose the service you wish you use.

- Click a service button on the *Services* toolbar.
- Choose a service from the *Services* menu.

Re-Establishing an Earlier Connection

If you've previously connected to the same remote computer, your connection properties will have been saved to the *Recent Connections* tab. Or you may have created an address book entry for the computer you want. In the *Address Books* or *Recent Connections* tab, double-click the selected address to connect using the default service (the service used during the last connection) for that address. You may also be able to reconnect by selecting the remote address from the *TCP/IP Address* drop-down list on the *TCP/IP* tab, or from the *Phone Number* drop-down list on the *Dial Direct* tab.

For information about saving connection properties to the address book, see "Using the Address Books" on page 40.

Using a Timbuktu Pro Connection Document

You may save connection properties to the desktop for quick access using a Timbuktu Pro Connection Document. Timbuktu Pro Connection Documents are desktop shortcuts that allow you to start a Timbuktu Pro connection to a specific remote computer from a desktop icon. Connection Documents are created by right-clicking over the desktop and choosing *New>Timbuktu Pro Connection Document*. For more information on creating, editing, and using Timbuktu Pro Connection Documents, see "Timbuktu Pro Connection Documents" on page 43.

Making a New Connection

You can establish a Timbuktu Pro connection to a computer you haven't used before in several ways. You may enter its IP address, Timbuktu Pro computer name, or email address in the *TCP/IP* tab, or you may search for remote computers meeting specific criteria in the *LDAP* tab.

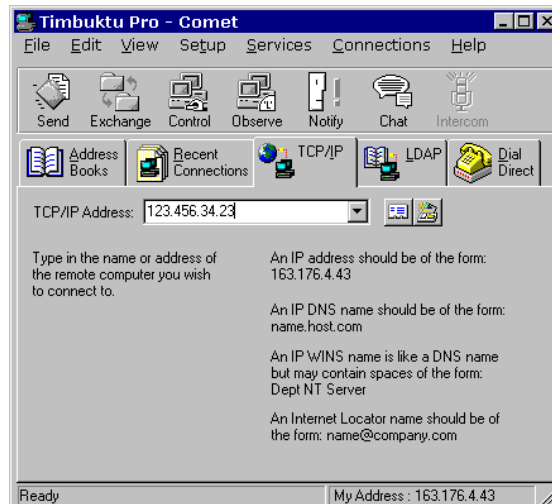
You may also establish a Dial Direct connection. See "Making a Dial Direct Connection" on page 42.

Using the TCP/IP Tab

The most common way to open a new Timbuktu Pro connection is through the *TCP/IP* tab in the main Timbuktu Pro window.

To make a new connection

1. To connect to a remote computer for the first time, enter the address of the computer you want to connect to in the *TCP/IP* tab.



You may enter the computer's IP address or DNS name. If you don't know the IP address, and the Internet Locator service is enabled on the remote computer, you may enter the computer user's email address. See "The Internet Locator Server" on page 19 for more information about the Internet Locator Server.

2. Choose any service from the *Services* menu or click on the service button—Send, Exchange, Control, Observe, Notify, Chat, or Intercom—that you want to use. For detailed information about each service, see Chapter 5, "The Timbuktu Pro 2000 Services."
3. To complete the connection to the remote computer, you may need to log on as a Registered User or ask for permission. See the following section, "Connecting as a Registered User or Ask for Permission User."

Connecting as a Registered User or Ask for Permission User

If you attempt to connect to a remote computer using a Timbuktu Pro service that is not assigned to Guest Users, the Log In dialog box will appear on your screen. If you have a Registered User account on the remote computer, select the *Log In as Registered User* radio button. Enter your log in name and password and click *OK*. (You may also change your password if desired or if prompted to do so.)

If you do not have a Registered User account, you will need to ask for permission to access the remote computer. Select the *Ask for Permission* radio button and click *OK*. If the user of the remote computer grants your request, you will be admitted.

Note: The user of the remote computer may have disabled the Ask for Permission option. If the *Ask for Permission* radio button is not available, you must use other means to contact the remote user to be granted access.

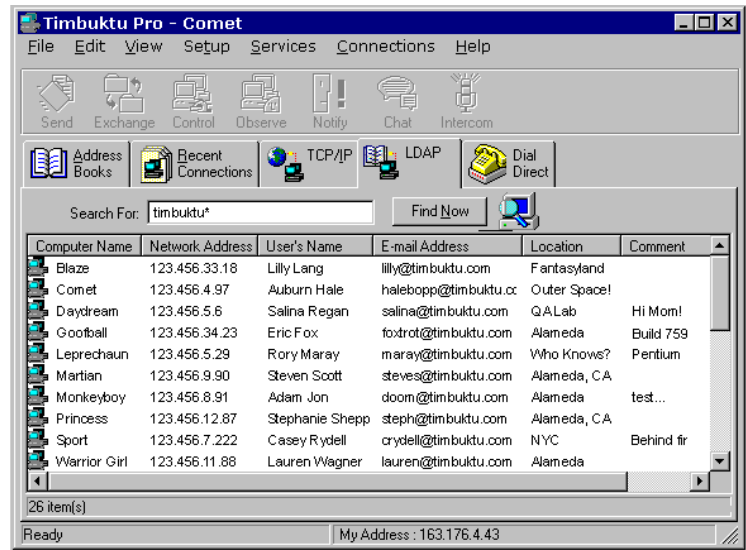
Using the LDAP Server to Find a Remote Computer

The *LDAP* tab in the main Timbuktu Pro window allows you to search for other Timbuktu Pro computers when you don't know their IP addresses. Once the desired computer is found, you may connect to it without leaving the *LDAP* tab.

Note: The LDAP tab appears only if *Enable LDAP Directory Feature* is selected in the LDAP Options dialog box.

To find a remote user using the LDAP search feature

1. In the main Timbuktu Pro window, click the *LDAP* tab.



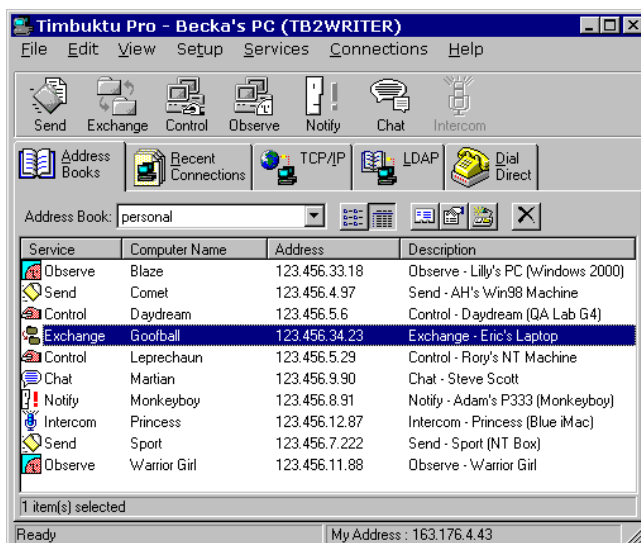
2. In the *Search For* box, type a search string. This can be some portion of the remote user's login name, computer name, email address, or any other information stored in their user profile. Enter * as a wild-card character when you are not certain of the entire search string.
3. Click *Find Now* and Timbuktu Pro will search the LDAP server for users whose profiles include your search string. Up to 500 entries will be returned, unless your system administrator has set a different value.
4. To make a Timbuktu Pro connection to the desired computer, click the computer's name in the list of computers and choose a service from the Timbuktu Pro Service toolbar. Or right-click on the user's name and choose a service from the shortcut menu.

Re-Establishing a Previous Connection

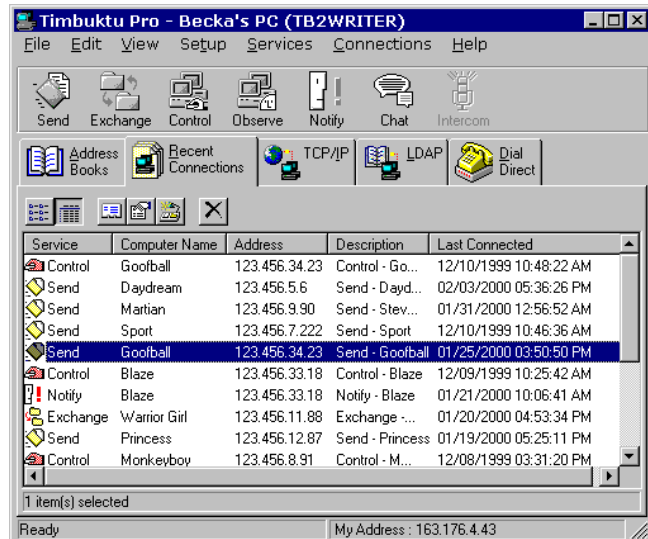
When you connect to a remote computer, a record of the connection is saved to the *Recent Connections* tab in the main Timbuktu Pro window. If you use the *TCP/IP* tab or *Dial Direct* tab to connect, a connection record is saved to that tab as well. Finally, you may save previous connections to an address book (on the *Address Books* tab) to make future connections easier.

To re-connect to a remote computer

1. Select an address to make a connection to the remote computer. You can select a previously connected remote computer in one of the following ways:
 - Select an address from the *Address Books* tab if you have previously stored the address in an address book. (See “To save an address to an address book” on page 40.)



- Select a previously-used remote computer in the *Recent Connections* tab.



- On the *TCP/IP* tab, the last 20 connections you made are saved to the *TCP/IP Address* drop-down list. Select a TCP/IP address from the list and choose a service.
 - On the *Dial Direct* tab, the last 16 telephone numbers you dialed are saved to the *Phone Number* drop-down list. Select a number from the list and click *Dial*.
2. Once you have selected an address, click a service button to connect using the chosen service. Or right-click the address to open a sub-menu from which you can choose the service to launch. If you select multiple addresses, the same service is invoked for each of the selected addresses.

Note: Double-clicking an entry in an address book or on the *Recent Connections* tab launches the default service selected for the remote computer. You can also select the computer and press ENTER.

Using the Address Books

An address book is a collection of Timbuktu Pro addresses. You can add and delete addresses at any time. Each address includes the computer name, its IP address, the default service (the service that will be used when you double-click the address), and a description of the address. You can have multiple address books.

When an address appears in an address book, it does not guarantee that the computer at that address is currently running Timbuktu Pro. If Timbuktu Pro is not running on the remote computer, or if the computer is shut down, you will not be able to connect.

In addition, some TCP/IP addresses may change. They can be automatically re-assigned to computers other than the ones appearing in your address books. If your organization uses dynamic TCP/IP addressing, you may not want to store IP addresses in Timbuktu Pro's address books.

To save an address to an address book

1. On the *Recent Connections* tab, select the address you wish to save and click the *Copy to Address Book* button. Or, on the *TCP/IP* tab, enter the IP address (or email address) you wish to save, and click the *Copy to Address Book* button.
2. In the Copy dialog box, select the address book to which you want to copy the address. Click *OK*.

The address will be saved to the selected address book.

Note: You cannot save Dial Direct phone numbers or LDAP search results to an address book.

To change the properties of a saved address

1. In the main Timbuktu Pro window, click the *Address Books* tab.
2. Select an address book from the *Address Book* drop-down list. The address in the selected address book appear in the *Address List* box.
3. Right-click an address to display the following menu:

Timbuktu Pro		Send...	Ctrl+S
Copy To...		Exchange...	Ctrl+E
Properties	Alt+Enter	Control...	Ctrl+T
Create Shortcut on Desktop		Observe...	Ctrl+O
Delete	Del	Notify...	Ctrl+N
		Chat...	Ctrl+A
		Intercom...	Ctrl+M

- Choose *Timbuktu Pro* to access any of the Timbuktu services. If multiple addresses are selected, the service is invoked once for each address that is selected.
- Choose *Copy To* to copy the selected address into another address book. You can select the destination address book from the list of open address books in the Copy window. Or choose *New Book* to create a new address book.
- Choose *Properties* to modify the description, address, and default service for the selected entry in the address book. The Properties dialog box appears.
- Choose *Create Shortcut on Desktop* to create a shortcut on the desktop for the selected address.
- Choose *Delete* to delete the selected address from the address book.

To open an address book	<ol style="list-style-type: none"> 1. Choose <i>Open Address Book</i> from the <i>File</i> menu. The Open File dialog box appears. 2. Open a file with an address book extension (<i>.tbk</i>). The selected address book is added to the drop down list of currently opened address books in the <i>Address Books</i> tab.
To create a new address book	<ol style="list-style-type: none"> 1. On the <i>Recent Connections</i> tab, select any address and click the <i>Copy to Address Book</i> button. Or, on the <i>TCP/IP</i> tab, enter any IP address (or email address), and click the <i>Copy to Address Book</i> button. 2. In the Copy dialog box, click the <i>New Book</i> button. 3. In the New [Address Book] dialog box, in the <i>File Name</i> area, enter a name for the new address book. Then click <i>Save</i>. 4. The new address book is created and is shown in the Copy dialog box. To save the address you selected in step 1 to the new address book, click <i>OK</i>. To keep the new address book without saving the selected address to it, click <i>Cancel</i>.

Making a Dial Direct Connection

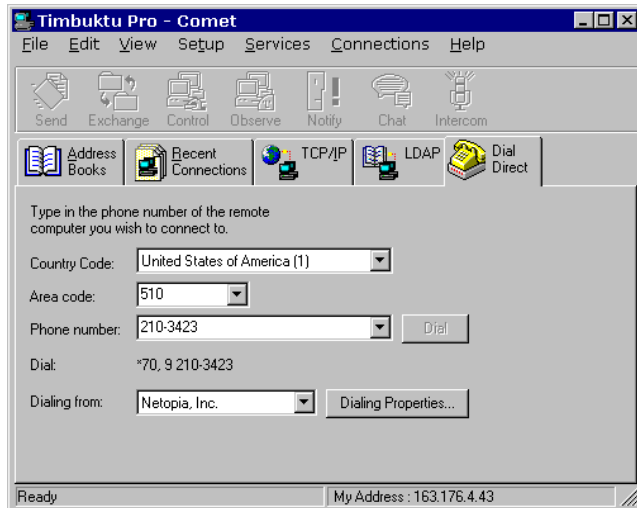
The *Dial Direct* tab in the main Timbuktu Pro window allows you to make a direct modem-to-modem connection to another Timbuktu Pro computer equipped with a modem and a version of Timbuktu Pro that supports Dial Direct connections (Timbuktu Pro 2000 or Timbuktu Pro 5.0 or greater for Macintosh). No TCP/IP network connection is required.

Use the text boxes and drop-down lists to enter the complete phone number you wish to dial. The 16 most recently dialed numbers are saved in the *Phone Number* drop-down list. You cannot save Dial Direct numbers to the *Recent Connections* or *Address Books* tab.

Note: The Dial Direct tab appears only if a Windows-recognized modem is installed in your computer.

To establish a Dial Direct connection

1. In the main Timbuktu Pro window, click the *Dial Direct* tab.



2. Choose a country code from the *Country Code* drop-down list. (This list is maintained by the Windows OS.)
3. Enter the area code in the *Area Code* box. If you have connected to phone numbers in this area code before, you may choose the area code from the drop-down list. If you do not enter an area code,

Timbuktu Pro assumes that you are making a local call and will not dial an area code.

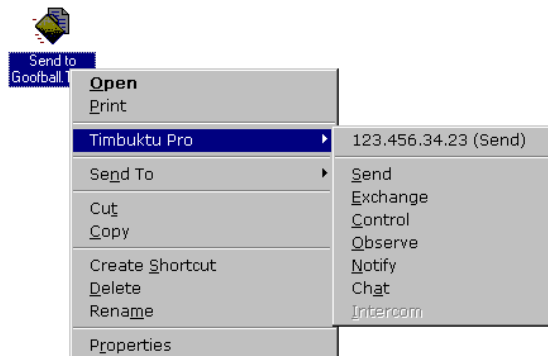
4. Enter the phone number in the *Phone Number* box. If you have dialed this number before, you may also choose it from the drop-down list.

The complete phone number is displayed at the *Dial* line exactly as it will be dialed. If you have disabled call waiting in the Dialing Properties dialog box, or if you have indicated a number (usually 9) you must dial to reach an outside line, the appropriate dialing sequence will be displayed preceding the number.

5. Choose *Dial* to dial the number and begin a Dial Direct connection. The Modem Status window will appear to help you monitor your connection. For more information about the Modem Status window, see the online Help.
6. Once the connection is established, you may launch any Timbuktu Pro service normally, except Intercom. All services work in the same way as they do over a TCP/IP connection.

Timbuktu Pro Connection Documents

Timbuktu Pro Connection Documents are desktop shortcuts that allow you to start a Timbuktu Pro connection to a specific remote user by double-clicking a desktop icon. You may also right-click the Connection Document and choose *Timbuktu Pro>Service* to establish a connection using the chosen service.



**To create a new
Connection Document**

There are several ways to create a new Connection Document.

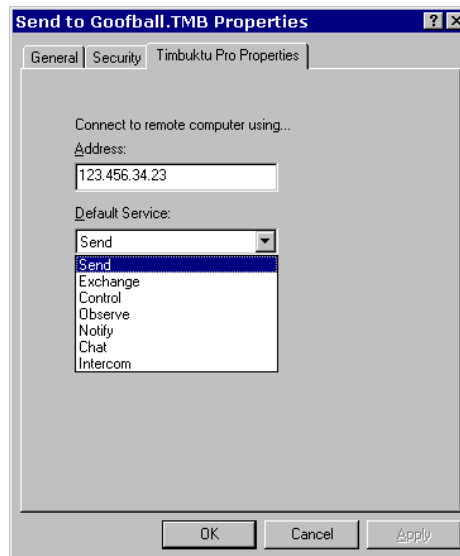
- Specify a remote computer in the *Address Books*, *Recent Connections*, or *TCP/IP* tab in the main Timbuktu Pro window, and choose *Create Shortcut on Desktop* from the *Edit* menu.
- Specify a remote computer in the *Address Books*, *Recent Connections*, or *TCP/IP* tab in the main Timbuktu Pro window, and type CTRL+D.
- Right-click over the desktop and choose *New>Timbuktu Pro Connection Document*.

Once the shortcut is created, you will need to rename it by right-clicking on it and choosing *Rename* from the shortcut menu. Do not change the *.tmb* extension, or the Connection Document will become unusable.

At some time you may wish to change the address or default service of one of your Connection Documents.

**To change the properties
of the Connection
Document**

1. Right-click on the Timbuktu Pro Connection Document and choose *Properties* from the shortcut menu. The Connection Document's Properties dialog box appears.
2. Click the *Timbuktu Pro Properties* tab.



3. Enter or modify the remote computer address by typing in the *Address* field.
4. Modify the *Default Service* by choosing a service from the drop-down list.

The Timbuktu Pro 2000 Services

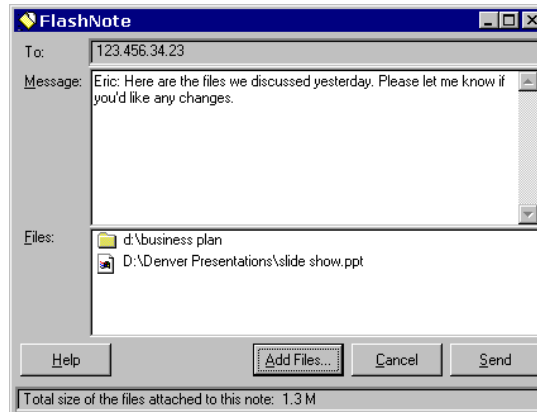
This chapter introduces you to Timbuktu Pro's user interface and terminology. It also explains how to use the seven Timbuktu Pro services: Send, Exchange, Control, Observe, Notify, Chat, and Intercom. (The Control and Observe services are collectively known as Remote Control.) Each Timbuktu Pro service allows you to interact with remote computers in a different way; together, they help you make the most of your network.

Send: Sending FlashNotes and Files to Remote Computers

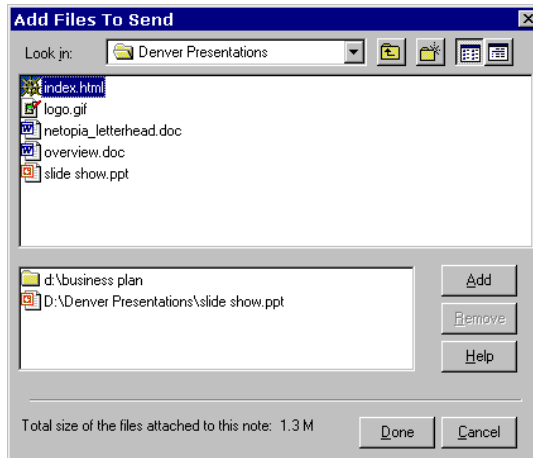
Timbuktu Pro's Send service can send messages similar to electronic mail, called FlashNotes, to another computer. You can also attach files and folders to the messages and send them to other computers easily. Timbuktu Pro temporarily stores the files you send in a specific folder on the remote computer. Likewise, remote users can send files only to your ***files received folder***, which you specify on the *Send* tab in the Preferences dialog box. Send does *not* allow remote users to see the folders on your computer. Once you receive the files, you can save them to any directory you wish.

To send a FlashNote to a remote computer

1. Select the remote computer or establish a Dial Direct connection. (See Chapter 4, “Making a Timbuktu Pro Connection.”)
2. From the *Services* menu, choose *Send*. Or click the *Send* service button. The FlashNote window is displayed.



3. To send a note, type a message in the upper panel.
4. To include files with your message, click the *Add Files* button. The Add Files to Send dialog box appears.



Note: You may also drag and drop files and folders from the desktop or from Windows Explorer into the *Files* area in the FlashNote window.

5. In the Add Files to Send dialog box, locate and display the source folder in the upper panel.
6. Select the files you want to add in the upper panel and click the *Add* button. The files that you select in the upper panel appear in the lower panel. If you wish to remove a file that you added, select the file in the lower panel and click the *Remove* button.

Note: You may also drag and drop files and folders from the desktop or from Windows Explorer into the lower panel of the Add Files to Send dialog box.

7. Click the *Done* button when you have finished selecting files.
8. Click the *Send* button in the FlashNote window to send the FlashNote and files.
9. To stop a file transfer immediately, click the *Cancel* button. Timbuktu Pro stops the file transfer, but the FlashNote is still sent to the remote computer. In addition, stopping the file transfer does not affect files that have already been transferred.

When you receive a FlashNote, you may wish to save the FlashNote and any attached files.

To save FlashNotes and files

1. In the FlashNote window, click the *Save Files* button. The Save Files dialog box appears.
2. Select the target drive and the destination folder.
3. In the lower panel, select the files or folders you wish to save in this location. Click the *Save* button.
4. To save other files in different locations, repeat steps 2-3. When all of the files have been saved, or when you click *Done*, the FlashNote window reappears.
5. If desired, print or save the FlashNote by clicking the *Print Note* or *Save Note* button.

FlashNotes are saved with a default *.rtf* extension.

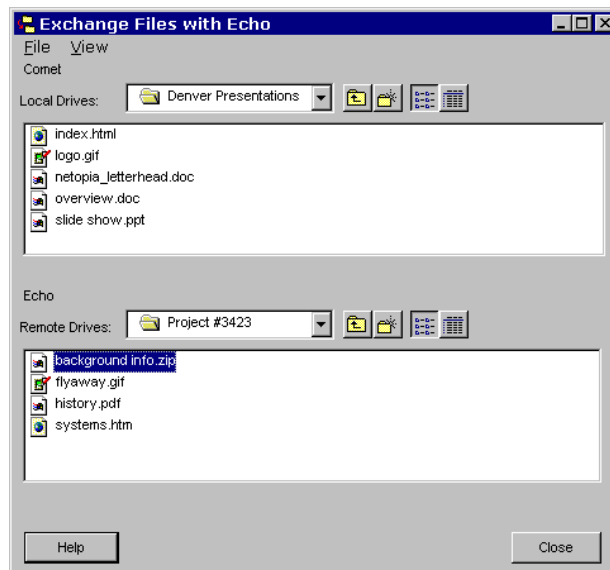
Exchange: Copying and Moving Files Between Computers

With Timbuktu Pro's Exchange service, you can copy and move files and folders in both directions between your computer and another Timbuktu Pro computer. Exchange provides more flexibility than Send.

To copy files and folders between computers

1. Select the remote computer or establish a Dial Direct connection. (See Chapter 4, "Making a Timbuktu Pro Connection.")
2. From the *Services* menu, choose *Exchange*. Or click the *Exchange* service button.

The Exchange window is displayed.



The upper panel lists the drives, folders, and files on your computer. The lower panel lists the same information for the remote computer.

3. Locate and display the source and destination folders in the *Drives* drop-down lists.

You can use the *Create New Folder* button create a new destination folder.

4. Drag the desired files or folders from the source panel to the desired folder in the destination panel.
5. Timbuktu Pro begins to transfer the files immediately. The Exchange Files dialog box appears, indicating the progress of the file transfer.

While Timbuktu is transferring the files, you can

- Click outside the Exchange window, or minimize it, to work on other computer tasks.
 - Click *Cancel* to immediately cancel the transfer. The file being sent when *Cancel* is clicked is not transferred, but any files that were previously sent remain in the destination folder (unless you manually delete them).
6. When you have finished exchanging files, click the *Close* button.

You can also use the Exchange service while controlling or observing a Timbuktu Pro computer.

Remote Control: Controlling or Observing a Remote Computer

You can use Timbuktu Pro to control or observe a remote computer. The desktop of the remote computer is displayed in a window on your screen. The window is updated as the other computer's desktop changes.

While you are controlling another computer, you can perform any of the tasks that you could perform locally, including opening applications and creating new files. This means that a user with the Control privilege can remotely create, modify, or delete files without restriction, and can erase data from the host computer. This privilege, therefore, should be granted with caution.

While observing another computer, you can see the activity on its screen, but you cannot control it. This privilege is useful for diagnosing problems on a remote computer or giving a presentation.

If the remote computer's screen resolution is higher than yours and you maximize your Control or Observe window, the AutoScroll feature is enabled so that you can view the entire remote desktop.

To control or observe another computer

1. Select the remote computer or establish a Dial Direct connection. (See Chapter 4, “Making a Timbuktu Pro Connection.”)
2. From the *Services* menu, choose *Control* or *Observe*. Or click on the *Control* or *Observe* service button.

Timbuktu Pro displays the remote computer’s desktop in a screen-sharing window.

- If you have chosen the *Observe* option, you will be able to observe the screen only.
 - If you have chosen the *Control* option, you can use your mouse and keyboard to operate the remote computer.
 - Click on a screen-sharing window to make it the active window. To return to your own computer, click outside the screen-sharing window.
3. To stop controlling or observing, choose *Close* from the system menu of the screen-sharing window, or click its Close box. Timbuktu Pro closes the window and ends the connection.

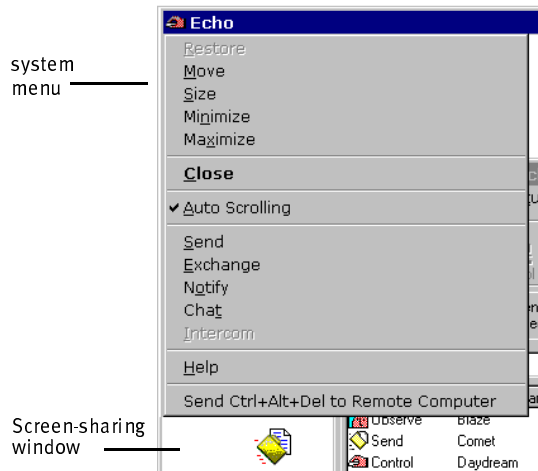
If a screen-sharing window doesn’t open, you may have one of the following problems:

- You have not been granted permission to use to the Control/Observe service on the remote computer.
- Timbuktu Pro is not running on the remote computer.
- There is a network firewall between the computers.

If a remote user is controlling or observing your computer while Timbuktu Pro is minimized, the regular Timbuktu Pro icon in the system tray on the taskbar is replaced with an icon that alternates between the regular Timbuktu Pro icon and a service icon that indicates you have a remote user controlling or observing your computer.

Note: If you want to enable or disable the Control or Observe service on your computer, you can do so in the Security dialog box. See Chapter 6, “Security,” for information on granting services to remote users.

While controlling a remote computer, you can start another Timbuktu connection to the same computer. Click the Control/Observe system menu to invoke another service.



Note: Timbuktu Pro does not support full-screen DOS sessions. Press ALT+ENTER to switch the MS-DOS session from full-screen to windowed mode.

Sending CTRL+ALT+DEL to a Remote Computer

If you're connecting to a computer that is running Windows NT or Windows 2000, and need to log on, you'll need to open the Logon Information dialog box. It's not possible to do this simply by pressing the CTRL+ALT+DEL keys on your computer. You'll need to follow the steps below.

To display the Windows NT or Windows 2000 Logon Information dialog box

1. Control the remote Windows NT or Windows 2000 computer.
2. Click the system-menu button in the upper left corner of the screen-sharing window and choose *Send Ctrl+Alt+Del to Remote Computer*.

The Logon Information dialog box is displayed on the remote computer, allowing you to enter your user name and password.

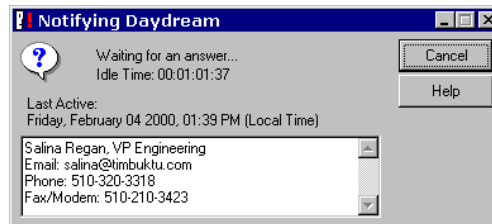
Note: You don't have to log on to Windows NT or Windows 2000 to use Timbuktu Pro with a Windows NT or Windows 2000 computer. You can exchange files with and send files to a remote computer when the Logon Information dialog box is displayed. FlashNotes are not displayed on the Windows NT or Windows 2000 system until after you have logged on.

Notify: Requesting Notification When the Remote User is Active

Timbuktu Pro's Notify service lets you leave a request to be notified when another Timbuktu Pro computer becomes active. This is a useful way to find out when the person you want to communicate with is available. You can then call or begin a Chat or Intercom session with the user of the remote computer.

To request notification of another user's presence

1. Select the remote computer or establish a Dial Direct connection. (See Chapter 4, "Making a Timbuktu Pro Connection.")
2. From the *Services* menu, choose *Notify*. Or click the *Notify* service button. The Notify window is displayed.

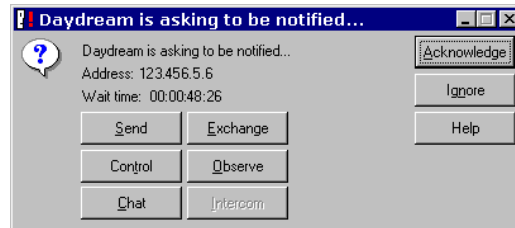


“Waiting for an answer” appears near the top of the window. Below it are the following fields:

- *Idle Time* tells you how much time has passed since the remote user has used that computer.
 - *Last Active* tells you the date and time the remote user last moved the mouse or pressed a key. This field changes to *Became Active* the next time the remote user moves the mouse or presses a key, and displays the new date and time.
 - The Message area displays any text in the Message field that the remote user set up.
3. While you're waiting, you can work on tasks in other windows. You can minimize the Notify window, but don't close it.
 4. On the remote computer, the Request for Notification dialog box tells the remote user that you are asking for notification.

Note: If the remote user has selected *Answer Automatically* on the *Notify* tab in the Preferences dialog box, the Request for Notification

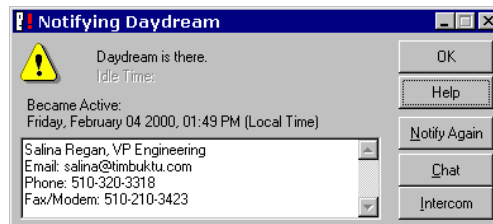
dialog box does not appear. You will be notified immediately when the remote computer becomes active.



When the remote user clicks the *Acknowledge* button in the Request for Notification dialog box, the message in your Notify window changes to

“*Name* is there.”

(If you have minimized the Notify window on your screen, it will be maximized automatically.)



The remote user also has the option of clicking the *Chat*, *Intercom*, or *Ignore* button. If the remote user clicks the *Ignore* button when you ask for notification, the Notify window on your computer will remain unchanged, even though the remote user has become active.

Once you have been notified of the remote user’s return, you can close the Notify window and call the other user, or you can use any of the additional buttons that are now displayed — *Notify Again*, *Chat*, or *Intercom*.

If the Notify window is acknowledged while you are away from your computer, the remote user may no longer be at their computer by the time you get back. You can start the notification process again by clicking the *Notify Again* button and returning to step 3.

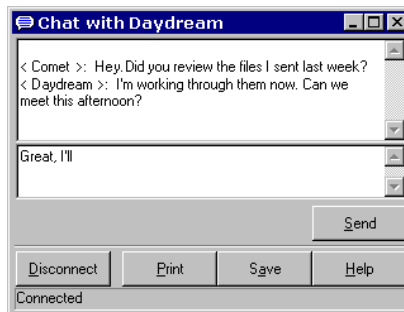
If you want to initiate a keyboard conference or a voice communication with the other user, click the *Chat* or *Intercom* button.

Chat: Chatting with a Remote User

The Chat service lets Timbuktu Pro users and their guests post messages to one another interactively. For example, if you are already in the midst of a file transfer session, a Chat session lets you discuss the file transfer with the other user.

To chat with a remote user

1. Select the remote computer or establish a Dial Direct connection. (See Chapter 4, “Making a Timbuktu Pro Connection.”)
2. From the *Services* menu, choose *Chat*. Or click the *Chat* service button. The Chat window is displayed.



3. Type your first message and press ENTER or click the *Send* button.
4. Your message is copied to the transcript panel in the upper part of the window and to the Chat window on the remote computer. Type more messages immediately or wait for a reply from the other user.
5. The reply is displayed below your message in the transcript panel. You can keep typing messages back and forth as long as you like.
6. When you've finished chatting, click the *Disconnect* button. When either party disconnects, the session is ended, and the message at the bottom of the window changes to *Disconnected*.
7. After you have disconnected, you can print or save the chat-session details.
 - Click *Print* to print the chat-session details. In the Print dialog box, specify the default printer and printer options.

- Click *Save* to save the chat-session details to a rich text file (with an *.rtf* extension). In the Save dialog box, specify the destination file name and directory.
8. Click the Close button in the upper-right corner to close the chat window.

You can chat with more than one other user at the same time, but you will need to open a separate Chat session with each participant. For this reason, you cannot chat with multiple users over a Dial Direct connection.

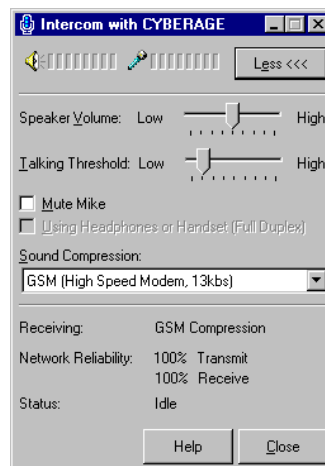
Intercom: Speaking to a Remote User

The Intercom service lets Timbuktu Pro users talk to each other through their computer's audio hardware.

The Intercom service is not available over Dial Direct connections.

To speak to another Timbuktu Pro user

1. Select the remote computer. (See Chapter 4, "Making a Timbuktu Pro Connection.")
2. From the *Services* menu, choose *Intercom*. Or click the *Intercom* service button. The Intercom window is displayed.



Note: If the sound card on your computer or the remote computer is already being used by another application—for example, recording or playback—you won't be able to begin your Intercom session until the other application has been closed.

3. When the Intercom window is displayed, you can begin speaking with the remote user.

Note: The Intercom window does not automatically stay on top of the screen when other application windows are run in the foreground.

4. When you've finished talking, click *Close*.

Security

Timbuktu Pro offers several levels of access security. A remote Timbuktu Pro computer can connect to your computer as several kinds of remote user: Guest User, Registered User, Ask For Permission User (or temporary guest), or Windows NT User (Windows NT and Windows 2000 hosts and guests only).

In addition, Timbuktu Pro will alert you when remote users access your computer. The Timbuktu Pro icon in the system tray on the taskbar will alternate with a service icon indicating the presence of a remote user. You can disconnect remote users at any time. The activity log keeps a record of all remote computers that access your computer, along with the services used. Finally, you can use a Timbuktu Pro master password to prevent a user with direct access to your computer from changing any of your Security, Preferences, or LDAP settings.

Timbuktu Pro Remote Users

Timbuktu Pro allows you to specify many different levels of remote-user access. You can allow all users to access certain services, and limit other services to password-authenticated users.

Guest User access is available to all remote Timbuktu Pro users. You do not have to assign any services to Guest Users, or you can select specific Timbuktu Pro services you wish to make available to them. A Guest User does not have to supply a user name or password to access the services you have assigned to guests.

Guest Users are normally assigned a limited range of services because guest access is open to anyone without authentication. Services such as Send and Notify are often assigned to guests; services such as Control and Exchange are almost never assigned to guests. By default, Guest Users are granted the Send and Notify services.

If you enable the *Ask For Permission* option, a guest who does not have permission to use a particular service can request permission to use that service on a one-time-only basis. If a remote user attempts to connect to your computer using a service he or she has not been granted, a dialog box will appear on your screen giving the name of the remote computer and specifying the service the user wishes to access. See “Ask for Permission Access” on page 69.

The *Admit Temporary Guest* feature is similar to the Ask for Permission feature and is provided for compatibility with earlier versions of Timbuktu Pro.

Registered Users must supply a user name and password to access your computer. You can create a Timbuktu Pro account for as many Registered Users as you wish, and assign each user a specific set of access privileges. A Registered User can access the services you have assigned to the Registered User account anytime Timbuktu Pro is running on your computer.

Registered User status on one computer does *not* give the user the ability to connect to any other remote computer. Access to Timbuktu services is granted on a computer-by-computer basis.

Windows NT Users are the Windows NT and Windows 2000 users and user groups who have been granted access to use the Timbuktu Pro services you specify. They are similar to Registered Users, but—because they have already been authenticated by logging in to Windows NT or Windows 2000—they do not need to use an additional password to access your computer.

Note: Privileges granted to Guest Users are automatically granted to Registered Users and Windows NT Users. You cannot withhold a privilege from a Registered User and Windows NT User if that privilege is granted to guests.

The Security Dialog Box

The Security dialog box controls the security configuration for your computer. There are three tabs in the Security dialog box: *Guests*, *Registered Users*, and *NT Users*. These tabs allow you to

- Specify which Timbuktu Pro Services will be available to Guest Users
- Specify whether guests will be able to ask for permission to use services you haven't assigned them
- Create, modify, and remove Registered User accounts
- Set password restrictions for Registered User accounts
- Assign privileges to Windows NT Users (including users of Windows 2000)

The following sections describe how you can use the Security dialog box to configure Timbuktu Pro security.

If a master password is specified for your computer in the *Master Password* tab of the Preferences dialog box, you'll have to supply the master password to access the Security dialog box. (See "Setting Up Your Master Password" on page 26.)

Managing Timbuktu Pro Users

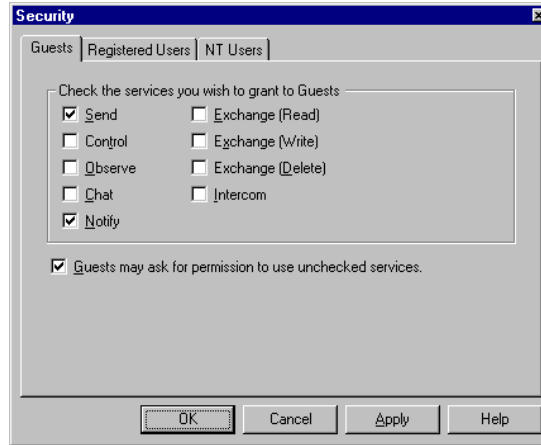
Before other computers can use Timbuktu Pro to connect to your computer, you must assign user privileges to Guest Users, Registered Users, or Windows NT Users.

Assigning Services to Guest Users

A service assigned to Guest Users is available to anyone who connects to your computer using Timbuktu Pro. Remember to exercise caution when granting a service to Guest Users. A Guest User does not have to type a password to use the service, and you are not prompted to give permission before the session begins.

To grant services to all Guest Users

1. From the *Setup* menu, choose *Security*. The Security dialog box appears.



2. In the *Guests* tab, select the services you wish to grant to all Guest Users.
3. If you wish to let remote users ask for permission to use services you have not assigned to Guest Users, select *Guests May Ask For Permission to Use Unchecked Services*.
4. Click *OK* to save your changes and close the Security dialog box.

You can return to the Security dialog box at any time to reconfigure access privileges.

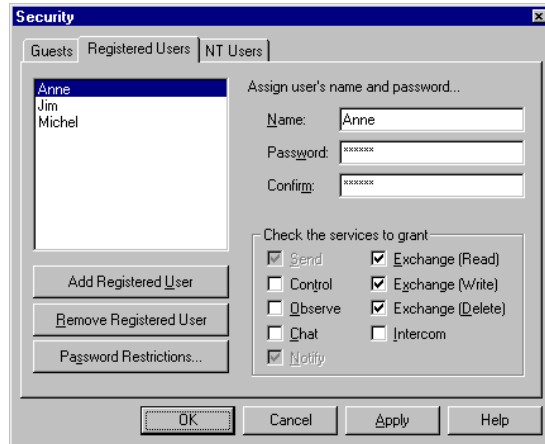
Defining Registered Users

Each Registered User account is defined by a user name, a password, and one or more services. A Registered User must supply a user name and password to access services through the Registered User account.

When you wish to grant a remote user permanent, password-protected access to your computer, you will define a Registered User account.

To add a Registered User account

1. From the *Setup* menu, choose *Security*. The Security dialog box appears.
2. Click the *Registered Users* tab.



3. Click the *Add Registered User* button to create a Registered User called New User.
4. In the *Name* text box, enter the user name the Registered User will use to connect to your computer.
5. In the *Password* text box, enter the password the Registered User will use to connect to your computer. The password is case-sensitive.

During the log-in procedure, the Registered User is free to change the password as long as the replacement password conforms to any password restrictions you set when you define the user account. See “Setting Password Restrictions” on page 64.

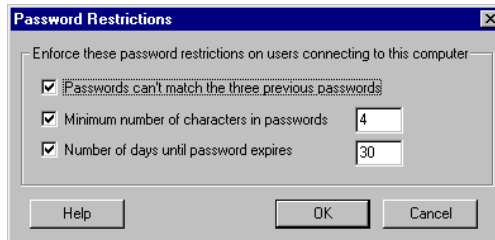
6. In the *Confirm* text box, reenter the password exactly as you entered it before.

Note: You will not be able to close the Security dialog box until the text in the *Password* and *Confirm* text boxes matches exactly.

7. In the *Check the Services to Grant* area, select the service(s) you wish to grant to this Registered User.

Note: Services granted in the *Guests* tab are automatically granted to all Registered Users as well. For example, if you grant the Observe service to Guest Users, you cannot deny this service to Registered Users. It will be dimmed in the *Registered Users* tab.

8. Click *Password Restrictions* to enforce password restrictions on the Registered Users connecting to your computer. The Password Restrictions dialog box appears. For more information, see the following section, “Setting Password Restrictions.”



9. Define additional Registered User accounts by repeating steps 3-7.
10. Click *OK* to save the new entries and close the Security dialog box.

Setting Password Restrictions

When you click the *Password Restrictions* button on the *Registered Users* tab in the Security dialog box, the Password Restrictions dialog box appears. There are three options that may increase the security of the passwords used by your Registered Users.

- *Passwords Can't Match the Three Previous Passwords* prevents the Registered User from reusing recently-used passwords.
- *Minimum Number of Characters in Passwords* requires Registered Users to choose passwords of a minimum length, which may make them more difficult to guess.
- *Number of Days Until Password Expires* requires Registered Users to define new passwords on a regular basis.

Changing or Removing a Registered User Account

If the privileges you have assigned a Registered User become inadequate for your needs, or if the user no longer requires access to certain services, you may wish to change the Registered User account privileges. If a Registered User no longer requires access to your computer, you may wish to remove the Registered User account.

To change or remove a Registered User account	<div><div><div>1. From the <i>Setup</i> menu, choose <i>Security</i>. The Security dialog box appears.</div><div>2. Click the <i>Registered Users</i> tab.</div><div>3. Select the desired Registered User from the list on the left side of the dialog box.</div><div>4. Click <i>Remove Registered User</i> to remove the selected Registered User.</div></div><div><div>or</div><div>To change the user's name or password, select it and type the new value. If you change the password, you will have to type it again in the <i>Confirm</i> field.</div></div><div><div>5. To grant or deny a service, select or deselect the service's checkbox.</div><div>6. Click <i>OK</i> to save your changes and close the Security dialog box.</div></div></div>
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Defining Windows NT Users

Using the *NT Users* tab of the Security dialog box, you can assign Timbuktu Pro privileges to Windows NT and Windows 2000 users and groups.

A Windows NT User account allows a Windows NT or Windows 2000 user (or user group) remote access to specific Timbuktu Pro services. Because these users are authenticated when they log in to Windows NT, Timbuktu Pro does not require an additional password when they connect to your computer.

Timbuktu Pro can use the user account lists from Windows NT and Windows 2000 when it is installed on a Windows NT or Windows 2000 server or workstation. The *NT Users* tab of the Security dialog box appears only when the following conditions are met:

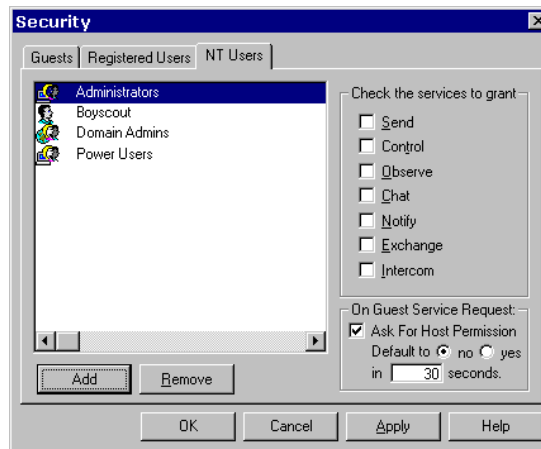
- The local operating system is Windows 2000 or Windows NT 4.0 with Service Pack 3 or higher. Both server and workstation are supported.
- The local user has privileges to read user/group settings from the operating system.

Adding a Windows NT User Account

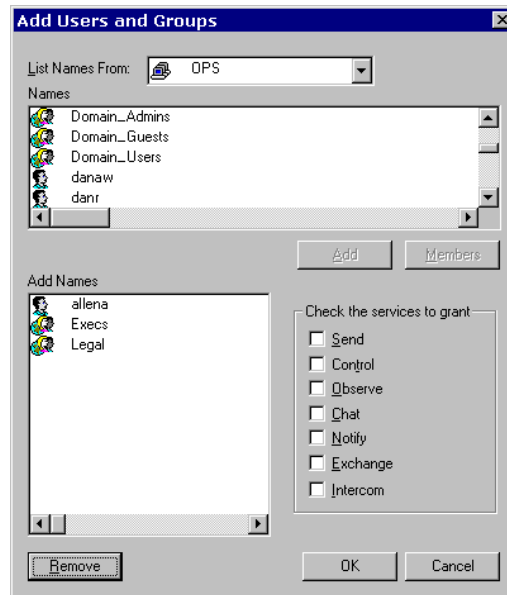
When you need to allow Windows NT and Windows 2000 users access to your computer, you will define a Windows NT User account.

To add a Windows NT User account

1. From the *Setup* menu, choose *Security*.
2. Click the *NT Users* tab.



3. Click the *Add* button. The Add Users and Groups dialog box appears.



Note: You can only select existing Windows NT and Windows 2000 users and groups in the Add Users and Groups dialog box. You cannot create new users or groups.

4. Select a Windows NT or Windows 2000 domain from the *List Names From* drop-down list. This will list the users and groups in the selected domain.
5. Select a user or group in the *Names* list and click *Add* to add it to the *Add Names* box.
6. Select a Windows NT or Windows 2000 user or group in the *Add Names* box and specify the services you wish to grant.

Note: Services granted to all Guest Users in the *Guests* tab are automatically granted to all Windows NT Users as well. For example, if you grant the Observe service to Guest Users, you cannot deny this service to Windows NT Users.

7. Click *OK* to save and close the Add Users and Groups dialog box.

8. On the *NT Users* tab in the Security dialog box, in the *On Guest Service Request* area, check the *Ask for Host Permission* box if you want the option to reject any Windows NT User connection.

The option to reject Windows NT Users allows you an additional layer of security beyond Windows NT authentication. Use a *Default To* radio button to choose whether to automatically admit or reject a Windows NT User connection when you are unable to answer the request within the time period specified in the *Seconds* box.

If you have granted a service to Guest Users and a Windows NT User requests it, you will not be notified. Guest User access will be granted automatically. (See “Assigning Services to Guest Users” on page 61.)

If a Windows NT User attempts to connect using a service you have not granted the user in the *Check Services to Grant* area, the attempt will appear to you as an Ask For Permission request if you have selected *Guests May Ask for Permission to Use Unchecked Services* on the *Guests* tab in the Security dialog box. (See “Ask for Permission Access” on page 69.)

9. Click *OK* to close the Security dialog box.

Modifying a Windows NT User Account

If the privileges you have assigned a Windows NT User become inadequate for your needs, or if the user or group no longer requires access to certain services, you may wish to change or delete the Windows NT User account privileges.

To modify a Windows NT User account

1. From the *Setup* menu, choose *Security*. Click the *NT Users* tab.
2. In the User List box, select a Windows NT User.
3. Select or clear the services you wish to grant or deny. If you wish to deny access entirely, click *Remove* to remove the Windows NT User account.

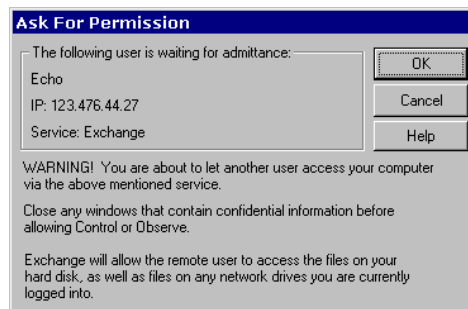
Note: Clicking *Remove* does not delete the Windows NT or Windows 2000 user or group from the Windows NT or Windows 2000 database. It only removes it from your list of Timbuktu Pro authorized users.
4. Click *OK* to save and close the Security dialog box.

Attended Access

For security reasons, you may not wish to assign certain access privileges to remote users. When these users require one-time-only access to a certain service, they may connect to your computer as Ask for Permission Users or as temporary guests.

Ask for Permission Access

If a Guest User is asking for permission to use a service you have not granted to guests, the Ask for Permission dialog box will appear on your screen.



The Ask for Permission dialog box provides the name of the computer requesting the connection and the service that the remote user wishes to use. Click *OK* to accept the connection, or click *Cancel* to deny the remote user's request.

Note: If you grant Ask for Permission access to a user requesting the Exchange service, you automatically grant the user access to all Exchange subservices: Exchange (Read), Exchange (Write) and Exchange (Delete).

Granting a Service to Ask For Permission Users

If you enable *Guests May Ask for Permission to Use Unchecked Services* in the *Guests* tab of the Security dialog box (see "Assigning Services to Guest Users" on page 61), remote users can ask for permission to use services that have not been assigned to Guest Users. If a remote computer

attempts to access a service that has not been assigned to guests, a Log In dialog box will appear on the screen, asking whether the user would like to connect as a Registered User (by supplying a name and password) or as an Ask for Permission user. If the user chooses *Ask for Permission*, you (the host) are prompted to approve the connection before the remote user can connect.

Note: You cannot require users to ask for permission to use the Notify service.

**To enable requests by
Ask For Permission Users**

1. From the *Setup* menu, choose *Security*. The Security dialog box appears.
2. Click the *Guests* tab. If the service for which you wish to require Ask For Permission access is selected in this tab, deselect it.
3. Ensure the *Guests May Ask for Permission to Use Unchecked Services* checkbox is selected.
4. Click *OK* to save your changes and close the Security dialog box.

Removing Ask for Permission Access

If you decide that a certain service—for example, Control or Exchange—should not be available to any user at any time, you must remove that service from the list of guest privileges and from the list of privileges for every user account. You may also make sure that guests do not have the option of asking for permission to use the privilege. The following procedure describes how you can do this.

**To remove a service from
Ask for Permission
access**

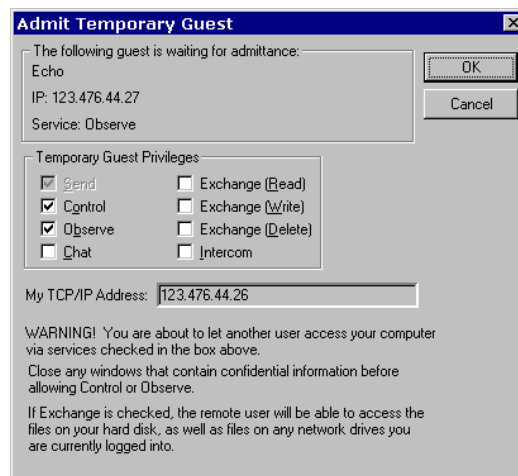
1. From the *Setup* menu, choose *Security*. The Security dialog box appears.
2. Click the *Guests* tab. If the service you want to remove from access is selected, deselect it. To prevent users from even asking for permission to use the service, deselect *Guests May Ask for Permission to Use Unchecked Services*. Keep in mind that deselecting the Ask for Permission option may lock out services you want to keep available for Ask for Permission Users.
3. Click *OK* to save your changes and close the Security dialog box.

Temporary Guest Access

The *Admit Temporary Guest* option allows you to grant temporary access to Timbuktu Pro users who are running older versions of Timbuktu Pro. Temporary guests are similar to Ask for Permission Users, but older versions of Timbuktu Pro are unable to request access. You must arrange the connection in advance.

To admit a temporary guest

1. Arrange an appointment with the user that wants to connect to your computer.
2. At the appointed time, choose *Admit Temporary Guest* from the *Connections* menu. The Admit Temporary Guest dialog box appears.



3. Select the services you wish to grant the temporary guest.
4. When the temporary guest connects to your PC, the guest computer's Timbuktu name and network address are displayed under *The Following Guest is Waiting for Admittance*, along with the access privilege the temporary guest has requested.
5. Click *OK* to begin the attended access session.
6. You can always deny a session if the unexpected occurs. For example, if a guest connects with a privilege you are not expecting—if the Control service is requested instead of Observe—click *Cancel* to break the connection.

Monitoring Remote Connections

There are a number of ways to keep track of and control Timbuktu Pro connections to your computer. When a remote computer connects, the Timbuktu Pro icon in the system tray on the taskbar alternates between the application icon and a service icon that indicates the service being used. (For a list of icons, see “Icon Legend” on page 88.) Right-click the Timbuktu Pro icon to display a list of current users and the services they are using. You can disconnect any or all users at any time.

In addition, the activity log tracks past connections, so you can check on previous users at any time.

Disconnecting All Remote Users

If you wish to disconnect all remote users from your computer (for example, you wish to shut down Timbuktu Pro), choose *Disconnect All Users* from the *Connections* menu. Timbuktu Pro immediately terminates sessions with all the remote users listed below this command.

Disconnecting a Specific Remote User

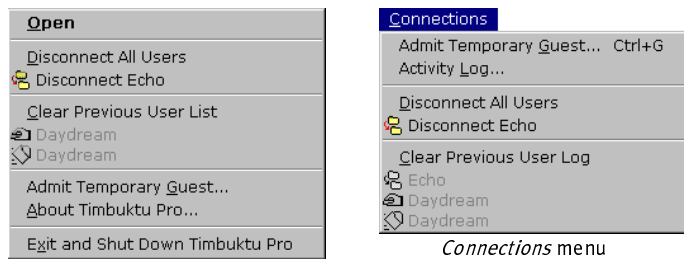
If you wish to disconnect a specific remote user from your computer (for example, the user is using a service you did not intend to grant), choose the remote user from the remote user list below the *Disconnect All Users* option in the *Connections* menu. Timbuktu Pro immediately terminates the session with the selected remote user.

Keeping Remote Users Out

You can prevent remote users from accessing your computer by removing all Registered User and Windows NT User accounts and removing all services from Guest User access. More simply, you can exit and shut down Timbuktu Pro by choosing *Exit and Shut Down Timbuktu Pro* from the *File* menu. If you exit Timbuktu Pro without shutting down the application (by choosing *Exit* from the *File* menu) remote users will still be able to connect to your computer through Timbuktu Pro services.

Clearing the Previous User List

The Previous User list consists of names of recent users who are no longer connected to your computer. Those names appear under the *Clear Previous User Log* option in the *Connections* menu, as well as in the system menu (right-click the Timbuktu Pro icon in the system tray on the taskbar). You can remove names from the Previous User list by choosing *Clear Previous User Log* from the *Connections* menu or *Clear Previous User List* from the system menu.



Timbuktu Pro 2000 system menu

The names that are listed below the *Clear Previous User Log* option are deleted.

The Activity Log

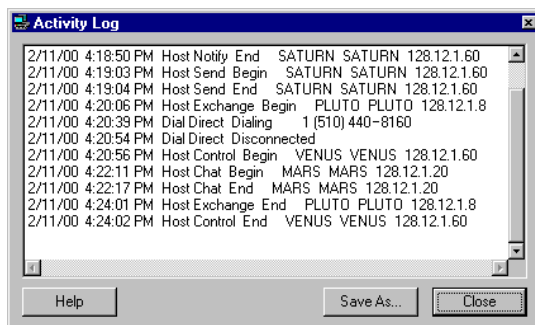
The activity log maintains a list of the Timbuktu Pro computers that have connected to your computer, as well as all the connections you have made. The activity log is useful record of Timbuktu Pro activities. You can also use the activity log to diagnose problems you encounter when using Timbuktu Pro.

Each line of the activity log contains a date, a time, the activity that was carried out—for example, the Timbuktu Pro application was launched—and the computer name of the user who caused the activity. The activity log also reports when Timbuktu Pro was loaded, when previous users were cleared from the *Connections* menu, and when Timbuktu Pro was shut down.

At times you may wish to save the activity log for your records.

To view and save the activity log

1. From the *Connections* menu, choose *Activity Log*. The Activity Log window appears.



2. If you'd like to save a copy of the activity log, verify that your computer has at least 32K of available disk space, then click *Save As*.
3. In the Save As dialog box, enter a name for the saved activity log, and select a destination folder. The activity log is saved in *.txt* format.

In addition to saving a copy of the activity log, you may edit or print it at any time.

To edit or print the activity log

1. To edit or print the activity log, click *Save As* in the Activity Log window and save the log as a text document. The text document can then be opened and printed by a word processing application such as Notepad, or imported into a spreadsheet or database document.
2. Click *OK*.

The activity log can preserve up to 32K of activity information before it begins to discard its oldest records.

The Windows NT Event Log

On Windows NT and Windows 2000, Timbuktu Pro logs guest and host service events to the Application Event Log.

To see these events in the Application Log, open the Windows *Start* menu. Choose *Programs > Administrative Tools > Event Viewer*, and choose *Application* from the Event Viewer's *Log* menu.

Using a Master Password

It is often possible for multiple users to access your computer directly by sitting at your workstation. Your Timbuktu Pro master password, which you set on the *Master Password* tab in the Preferences dialog box, allows you to prevent unauthorized users from accessing any of the options on the *Setup* menu, which is used to change Timbuktu Pro's configuration and security settings. When you use a master password, Timbuktu Pro will not allow you to access the Security, Preferences, and LDAP Options dialog boxes until you enter the correct password. No one can bypass the master password. If you forget it, you will need to re-install Timbuktu Pro.

See "Setting Up Your Master Password" on page 26 for details on how to set and change your master password.

Timbuktu Pro 2000 User Assistance

Timbuktu Pro was designed to be as intuitive and easy-to-use as possible. This manual should answer most of your questions. If you're still having difficulty, you can refer to the online Help for more comprehensive information. If you are still unable to solve your problem after referring to all the documentation, you may contact Netopia's Technical Support.

Getting Help in Timbuktu Pro

Timbuktu Pro 2000's comprehensive online Help provides a variety of ways to answer your questions. It contains step-by-step instructions for all common procedures, as well as troubleshooting hints, keyboard shortcuts, and a glossary.

You can navigate through the online Help using the Table of Contents, Index, and hyperlinks between Help topics.

You may also wish to view the Timbuktu Pro 2000 Release Notes, which may contain feature and troubleshooting information that was not available at the time this document was printed.

Opening Timbuktu Pro's Online Help

In the main Timbuktu Pro window, choose *Contents* from the *Help* menu. Or press F1 from anywhere within Timbuktu Pro for context-sensitive Help. If a *Help* button is available in a window or dialog box, click it to display the online Help topic associated with that area of the user interface.



Netopia Technical Support

Netopia, Inc. is committed to providing its customers with reliable products and documentation supported by excellent technical support.

If you require technical support, please browse Netopia's Technical Notes and Frequently Asked Questions, available 24 hours a day on our Web site at <http://www.netopia.com/support/>. Most common questions and problems are addressed here.

If you are unable to resolve your issue using our online technical support, please send email to ask_netopia@netopia.com.

Please provide the following information about *both computers* to assist us:

- Timbuktu Pro version and build number. You can find this by selecting “About Timbuktu Pro” from the *Help* menu.
- Windows version, and any Service Packs installed.
- Error message or symptom.
- Steps to reproduce the error.
- Relevant system information:
 - PC manufacturer and model
 - CPU speed
 - Amount of RAM installed
 - Video card manufacturer and model
 - Video device driver version
 - Sound card manufacturer and model
 - Modem manufacturer and model

Netopia's web site is at <http://www.netopia.com/>.

In the United States and Canada Only

When you are prepared, contact Netopia Customer Service on the Web, or by email, mail, telephone, or fax.

Online Technical Support

Technical notes and Frequently Asked Questions which answer the most commonly asked questions and offer solutions for many common problems are available 24 hours a day on our Company Web site at <http://www.netopia.com/support/>.

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
Keyboard Shortcuts and Service Icons

Timbuktu Pro has a number of keyboard shortcuts that allow you to quickly access connection tabs, menu options, and dialog box options without using your mouse.

Timbuktu Pro Keyboard Shortcuts

Keyboard shortcuts for Timbuktu Pro are listed below, beginning with the shortcuts for the Timbuktu Pro window, and continuing with the shortcuts for individual menus.

Note: If you type a keyboard shortcut while you are controlling a remote computer and the Control window is active, the shortcut is carried out on the remote computer only.

Cross-platform control keys	
Windows Keys	Macintosh Keys
ALT	Option
CTRL	Control
CTRL+ALT+DEL	Control+Option+Delete
Right-click (on mouse)	 (Command)

Commands that work anywhere in Timbuktu Pro

Action	Shortcut
View context-sensitive Help	F1
Switch to another Windows application	ALT+TAB

Commands that work in the Timbuktu Pro window

Action	Shortcut
Connection Tabs: Move between tabs	CTRL+TAB or CTRL+SHIFT+TAB
Address Books Tab	ALT+A
Select an address in the Address List Box	Arrow Keys
Recent Connections Tab	ALT+R
TCP/IP Tab	ALT+I
LDAP Tab	ALT+L
Dial Direct Tab	ALT+D
Display the File menu	ALT+F
Display the Edit menu	ALT+E
Display the View menu	ALT+V
Display the Setup menu	ALT+T
Display the Services menu	ALT+S
Display the Connections menu	ALT+C
Display the Help menu	ALT+H
System Menu	ALT+SPACEBAR

<i>File menu commands</i>	
Action	Shortcut
Open Address book	ALT+F, then O
Close Address book	ALT+F, then C
Properties	ALT+F, then R or ALT+ENTER
Delete	ALT+F, then D or DEL
Exit and Shut Down Timbuktu Pro	ALT+F, then E or CTRL+ALT+F ₄
Exit	ALT+F, then X or ALT+F ₄

<i>Edit menu commands</i>	
Action	Shortcut
Cut	ALT+E, then T or CTRL+X
Copy	ALT+E, then C or CTRL+C
Paste	ALT+E, then P or CTRL+V
Copy To	ALT+E, then Y or CTRL+Y
Rename	ALT+E, then R or F ₂
Create Shortcut on Desktop	ALT+E, then D or CTRL+D

<i>View menu commands</i>	
Action	Shortcut
Go to Address Books tab	ALT+A or ALT+V, then A
Go to Recent Connections tab	ALT+R or ALT+V, then R
Go to TCP/IP tab	ALT+I or ALT+V, then I
Go to LDAP tab	ALT+ L or ALT+V, then P
Go to Dial Direct tab	ALT+D or ALT+V, then T

<i>View menu commands (continued)</i>	
Action	Shortcut
List view	ALT+V, then L
Detail view	ALT+V, then D
Sort By	ALT+V then B

<i>Sort By menu commands</i>	
Action	Shortcut
Sort by Service	ALT+V, then B, then S
Sort by Computer Name	ALT+V, then B, then N
Sort by Address	ALT+V, then B, then R
Sort by Description	ALT+V, then B, then E
Sort by Date	ALT+V, then B, then T
User's Name	ALT+V, then B, then U
E-Mail Address	ALT+V, then B, then M
Location	ALT+V, then B, then L
Comment	ALT+V, then B, then C
Ascending order	ALT+V, then B, then A
Descending order	ALT+V, then B, then D

<i>Setup menu commands</i>	
Action	Shortcut
Open the Security dialog box	ALT+Y or ALT+T, then Y
Open the Preferences dialog box	ALT+P or ALT+T, then P
Open the LDAP Options dialog box	ALT+U or ALT+T, then L

<i>Services menu commands</i>	
Action	Shortcut
Send	CTRL+S or ALT+S, then S
Exchange	CTRL+E or ALT+S, then E
Control	CTRL+T or ALT+S, then T
Observe	CTRL+O or ALT+S, then O
Notify	CTRL+N or ALT+S, then N
Chat	CTRL+A or ALT+S, then A
Intercom	CTRL+M or ALT+S, then M

<i>Connections menu commands</i>	
Action	Shortcut
Open Admit Temporary Guest dialog	ALT+C, then G or CTRL+G
Display the Activity Log	ALT+C, then L
Disconnect All Users	ALT+C, then D
Clear Previous User Log	ALT+C, then C

<i>Help menu commands</i>	
Action	Shortcut
Contents	ALT+H or F1
How to use Help	ALT+H, then H
About Timbuktu Pro	ALT+H, then A

<i>Control menu shortcuts</i>	
Action	Shortcut
Restore	ALT+SPACEBAR, then R
Move	ALT+SPACEBAR, then M
Minimize	ALT+SPACEBAR, then N
Close	ALT+SPACEBAR, then C or ALT+F4
Disconnect All Users	ALT+SPACEBAR, then D
Clear Previous User List	ALT+SPACEBAR, then E

<i>Commands that work in the Send FlashNote window</i>	
Action	Shortcut
Display Help	ALT+H, or F1
Send the FlashNote	ALT+S
Add Files to FlashNote	ALT+A

<i>Commands that work in the Add Files To Note window</i>	
Action	Shortcut
Add a file	ALT+A
Remove a file	ALT+R
Done	ALT+D

<i>Commands that work in the Save Files window</i>	
Action	Shortcut
Save	ALT+S
Done	ALT+D








<i>Commands that work in the FlashNote window (Incoming FlashNote)</i>	
Action	Shortcut
Reply to a FlashNote	ALT+R
Save File	ALT+A
Delete FlashNote	ALT+D
Save Note	ALT+S
Print Note	ALT+P

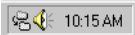
<i>Commands that work in the Chat window</i>	
Action	Shortcut
Insert a carriage return in your message	CTRL+ENTER
Print Chat	ALT+P
Save Chat	ALT+A
Disconnect	ALT+D

<i>General Windows shortcuts</i>	
Action	Shortcut
Copy	CTRL+C
Cut	CTRL+X
Paste	CTRL+V
Undo	CTRL+Z
Select All	CTRL+A
Switch to another Windows application	ALT+TAB

Icon Legend

Timbuktu Pro’s service icons allow you to quickly identify its many services.

Timbuktu Pro Icons	
User Icon	Meaning
	A remote user is using the Send service with your computer.
	A remote user is using the Exchange service with your computer.
	A remote user is using the Observe service with your computer.
	A remote user is using the Control service with your computer.
	A remote user is using the Chat service with your computer.
	A remote user is using the Intercom service with your computer.
	A remote user is using the Notify service with your computer.



The Timbuktu Pro icon is shown in the system tray of your taskbar, and it alternates with the standard Timbuktu Pro icon. If the service icon is in color, a remote user is connected. If the service icon is gray, the connection is closed.

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